



Role Profile – Store/Cafe Assistant

Casual Shift Work – Minimum 16 hours per month

JOB SUMMARY

Ensure that all visitors to The Real Food Store receive the highest possible standards of service in a friendly and welcoming environment. To provide an efficient service to customers, serving and presenting all items in compliance with The Real Food Store standards and statutory legislation.

- Salary is above minimum wage and commensurate with age and experience
- Flexible hours available to work in our store and café. Minimum 4 hour shifts- at different time slots of the 8am-6pm working day.

MAIN TASKS

1. Customer Service & preparation

- Ensure that standards of presentation and service are always to the highest standards expected by the Real Food Store.
- Provide a high quality service at all times.
- Participate in staff training.
- Assist customers with queries in a prompt, professional, courteous and friendly manner
- Replenish the stock and maintain correct price, portion control, point of sale complying with Real Food Store standards.
- Deal with visitor comments and complaints to ensure that they are resolved in an appropriate manner.
- Undertake all tasks as trained and directed including food and drink preparation, presenting and serving as required, to standards required
- Liaise with colleagues so that service is efficient & effective.
- Prepare food and basic food dishes when necessary
- Serve any functions, meetings, events and booked groups with requirements/requests.
- Actively promote Store and cafe sales to visitors.

2. Cleaning and Hygiene

- Follow food hygiene standards in all store and cafe areas and ensure compliance with the Real Food Store Food Safety Policy
- Efficient clearing of Store shelves, cafe tables and end of day clear down of Store, cafe and kitchen areas in line with cleaning schedule.
- Maintain high standards of presentation of both the Store, cafe, kitchen and toilet areas.
- Liaise with kitchen regarding food requirements for the day and during service.
- General cleaning and washing up both manually and by machine

Safety, Security and Training

- Observe all health and safety at work regulations as set out by the Real Food Store in accordance with statutory legislation.
- Participate in department training sessions and staff meetings as deemed necessary by the management of Real Food Store.
- Be fully conversant with the security precautions and emergency procedures that relate to the operation of the Real Food Store.
- Security of stock and cash

- Report any faulty machinery, unsafe practices to senior staff, so that immediate remedial action can be taken.
- Undertake basic food hygiene training
- Follow C.O.S.H.H.procedures

- **Any Other Duties**
 - Take reasonable care for the health and safety of themselves and of others who may be affected by their acts or omissions at work.
 - Be accountable for their own development through the Performance and Development Review (appraisal) process seeking out opportunities to learn new skills.
 - Undertake any other duties as may reasonably be requested

In addition, all employees are expected to work within the terms of their contract of employment and adhere to Real Food Store policies and the Required Ways of Working.

KNOWLEDGE, SKILLS AND EXPERIENCE

Knowledge

Essential

A strong understanding of and commitment to the ethics and purpose of the Real Food Store
Local and seasonal food awareness

Desirable

Hold Basic Food Hygiene certificate.
First Aid Certificate

Skills

Good verbal and written communication skills
Good organiser. A team player
Ability to use own initiative.
Numerate
Reacts positively and keeps focused when under pressure
Excellent display skills with an eye for detail
Self-motivated. Excellent time keeping

Experience

Customer focused role in retail and/or catering environment
Wants to use the experience able to be gained from this role to further career and develop skills