



Job Description & Person Specification

Job Title	Team Member
Location	University of Leicester, Leicester, LE1 7RH
Contract Type	Temporary Casual
Salary	£7.50 per Hour
Hours	Up to 15 hours per week
Reports To	Outlet Manager
Role Purpose	To provide an excellent food service and customer experience to students, staff and visitors to the University. In doing so contributing to the overall success of The Leicester Services Partnership.

Our Mission

Our mission is to ensure that the student experience at the University of Leicester is the best it can possibly be. In fact, we want the experience to be exceptional and to help us do this we are currently recruiting for Team Members to join our team.

Main Duties and Responsibilities

- Deliver excellent customer service by engaging with and responding to customer's needs
- Demonstrate a complete understanding of menu items and explain them to customers accurately
- Prepare food neatly and in a timely manner
- Understands and adhere to proper food handling, safety and sanitation standards
- To report all incidents, unfit food, customer complaints/comments, breakages, loss or theft to the Manager
- Maintain a clean and sanitary work area in accordance with Health Department Regulations
- Effectively operate the EPOS system
- Have the ability to work well under pressure during busy periods
- Contribute to the Leicester Services Partnership by increasing sales and improving profits
- Identify quality and service improvements and ensure these are integrated into future activities
- Follow operational policies and procedures, including cash handling, security and health and safety
- To perform any other reasonable task as determined by the Manager
- To understand the needs of the business and be flexible to work in other outlets when is needed