

## **Chicken Cottage Team Member**

### **Job Details**

<b>Location:</b>	TBC
<b>Job Purpose/Aim:</b>	To successfully support the management team in the running of a Chicken Cottage store.
<b>Reports to:</b>	Store Manager or Unit Manager
<b>Supported by:</b>	Supervisors, Operations Manager

### **Job Description**

To work under the direction of the management team to maintain and improve Chicken Cottage high levels of Quality, Service and Cleanliness using the procedures as detailed in the Operations Manuals.

#### **Customer Service:**

- Provide 100% customer satisfaction through friendly, courteous, and helpful behaviour, timely and accurate counter service
- Deliver a consistently high-quality product
- Show sensitivity to individual customer's needs
- Efficient use of EPOS & IT systems
- Consistently deliver standards as per operations manual & comply with its requirements in all its aspects
- Display confidence in approaching and dealing with all customers

#### **Food Preparation & Cooking**

- Prepare and cook all menu items in line with demand and to a high standard using a variety of equipment and tools in our kitchen environment
- Understand the different methods of production & quality control as detailed in the Operations Manuals
- Ensure that the Food Safety Management System is followed and completed as directed in line both legal and brand requirements

#### **Cleanliness and Hygiene**

- Maintain exceptional levels of cleanliness and hygiene which exceed the standards required by law and fulfil the standards expected from our customers
- Follow the Food Safety Management System & Operations Manuals
- Use the correct personal protective equipment as needed
- Commit to a culture of cleanliness & safety

#### **Personal standards**

- Maintain the highest level of personal hygiene
- Comply with uniform and jewellery standards as per Operations Manual or staff handbook

#### **Will work closely with**

- All managers to assist them with their responsibilities in the operation of the restaurant
- Supervisors to develop the staff member's skills and to assist in the operation of the restaurant
- All team members to work as a team to achieve the tasks allocated in an efficient and productive manner

**Accountability**

- To adhere to all operational procedures as detailed in the Operations Manual and all legal requirements as detailed in the support documents.
- To account for all sales received from customers when operating EPOS system, ensuring that all sales are recorded on the approved EPOS/Delivery Tablets.
- To act on all requirements stated in the Operations Manual and as prescribed by the franchise owner.
- To comply with any reasonable business request issued by the Restaurant management team.