

Job Description

Post title: Café Mobility Trainee Team Leader

Apprenticeship Standard: Hospitality Team Member, Barista Route

Responsible to: Shopmobility Manager with day to day guidance from the Catering Manager

Purpose of the post

To complete the apprenticeship training programme by:

- completing distance learning materials and attending in-house training and one-to-one training sessions as required.
- successfully completing Hospitality Team Member Apprenticeship standard at Level 2.

Key Accountabilities

To complete the full range of food and beverage service-related tasks associated with the day to day running of the cafe unit under supervision by:

1. Developing a good working relationship with colleagues and supporting them when required in line with the apprenticeship standard set out in the Hospitality Team Member standard taking the Barista Route.
2. Developing excellent standards of customer service.
3. Gaining knowledge, skills and behaviour standards needed to implement customer feedback received into our business vision.
4. Minimising financial loss by efficient and environmentally sensitive food use.
5. Providing cover for colleagues as needed.
6. Presenting a high standard of personal appearance, presentation, conduct, timekeeping and show an understanding of how these impacts on our core business.
7. Using technology appropriately and develop a keen awareness of where improvements can be made in a cost- effective way.
8. Anticipating customer needs and demonstrate an ability to adapt our products and services to meet these.

The list is typical of the level of duties which the post holder is expected to perform or be responsible for. It is not necessarily exhaustive and other duties of a similar type and level may be expected from time to time.

The apprenticeship will be of 12 months duration and at the end of this period, the apprentice should have progressed to being capable of hospitality supervisory or Team Leader roles.

Person Specification

This Person Specification lists the essential skills, attributes and experience necessary to carry out this apprenticeship successfully. Please illustrate on your application form how you meet the requirements of the post.

No previous experience of catering food and beverage service is required, as full training will be given. However, we do expect a good level of commitment, a 'can do' attitude and a willingness to learn, and a knowledge of domestic cookery to an acceptable level.

Please be sure to cover each one of these points in your application form.

	Criteria
1	Skills and Knowledge <ul style="list-style-type: none">• Good level of written and spoken English.• Good organisational skills.• Good communication skills with people at all levels, with a customer focussed approach and willingness to help the less able.• Able to handle cash and card transactions accurately and confidently.
2	Qualifications <ul style="list-style-type: none">• A good general level of literacy and numeracy. A minimum pass at level 4 GCSE for English and Maths is desirable, but not essential. Although you will be expected to work towards this during the apprenticeship.
3	Attributes <ul style="list-style-type: none">• A positive attitude.• The ability to listen and follow instructions accurately.• Ability to work as part of a team and independently.• Ability to work tidily in a small mobile café unit with fixed height worktops and with restricted access via two steps.• Strong attention to detail.• A flexible and adaptable approach to work.• A high standard of personal appearance and commitment to the high standard of hygiene essential in the food industry.• Keen to work in a diverse environment, and in an organisation that values equality, diversity and inclusion.