**Student Staff Job Description**

**Job Title:** Waki Maki Shop Senior Assistant

**Responsible to:** Kitchen Manager

**Outline of Post:** Role includes working as part of a team in the Waki Maki outlet, preparing food, ingredients and products, monitoring stock and supervising student staff to ensure the smooth running of the outlet.

**Hours:** Up to 16 hours per week

**Duties and Responsibilities:**

1. To welcome and serve customers, with full product knowledge and high standards of customer care at all times in order to maximise sales.
2. To contribute to a positive and productive atmosphere, following legal, Guild and brand standards with regards to environment, food storage, preparation and production.
3. To supervise student staff, including assisting with induction, training, and development, to ensure student staff are motivated and engaged and follow all working procedures including cooking and serving procedures, allergens, health and safety and food hygiene, along with any other relevant procedures.
4. To prepare and serve food to Waki Maki specifications, ensuring Health & Safety and hygiene procedures are adhered to.
5. To ensure the outlet is clean, hygienic and tidy at all times.
6. To oversee opening and closing of the outlet in line with procedures.
7. To accurately process customer payments following EPOS/Guild procedures.
8. To monitor sales and use upselling techniques and provide up-to date knowledge to customers.
9. To assist with stock, ordering, delivery, rotation and wastage.
10. To assist in monitoring trends and feedback, constantly striving to increase footfall.
11. Respond and resolve any customer complaints or issues in a timely manner, escalating any serious or difficult issues to management.
12. Undertake relevant training and development as required, including food handling training and health and safety training
13. To carry out other duties which naturally fall within the reasonable expectations of the post.

# Person Specification

###### The person specification describes the knowledge, experience & abilities that the Guild is looking for in the student staff we employ. To be successful, during the selection process (application form & interview) you should demonstrate:

* Ability to provide high standard of customer care at all times, providing a helpful and friendly service in order to maximise the customer experience
* Experience of or ability to supervise others
* Strong communication skills
* Flexible, committed and punctual
* Able to balance academic work with your responsibility to the Guild as your employer throughout the academic year
* Able to stay calm and friendly under pressure in a busy environment
* Keen to contribute to the success of Guild events