

The Hungry Guest FRONT OF HOUSE

THE HUNGRY GUEST, WEST MALLING

About the Role

- The role of Front of House is to assist the management team in ensuring the successful smooth running of the store, Café and its operations.
- To understand our produce and engage our customers, making recommendations for shoppers on each visit.
- To create a warm and friendly environment and ensure company service levels are maintained.
- To ensure the shop floor is fully replenished and visually merchandised to a high standard.

Front of House Primary Duties

The primary duties are to ensure that the shop floor and Café are welcoming and inviting to customers, promoting our own Hungry Brands. They will be an accomplished barista and familiar with all of our bakery produce. They will actively support the team with any training and development by sharing knowledge.

Responsibilities

- Ensure that every guest is greeted appropriately with a warm welcome.
- Provide knowledgeable information about our products, food and drinks, including any daily specials.
- Attentive to our guests
- Listen to guest feedback and take appropriate action to remedy.
- Display a professional and positive attitude which will ensure repeat custom.
- Support the training of new staff to confidently sell product, food and drink and make recommendations and upsell where appropriate.
- Ensure all legislative training is completed within the required time scale and as requested by the General Manager.
- Display strong communication, interpersonal and decision-making skills.
- Champion internal promotions and incentives.
- Use consistent practices when working and always leading by example.
- Demonstrate an understanding of compliance with regards to all legislation regarding Health & Safety, Fire Safety, Food Safety and Licensing laws as well as any local legislation.
- Report to the management team any non-compliance of Health & Safety, Fire Safety, Food Safety and Licensing laws as well as any local legislation.
- Ensure any relevant documents are filled and stored according to GDPR (General Data Protection Regulations) legislation.

Daily Operations

- All product displays look best in class — fully stocked with an excellent range of top quality products.
- Stock levels are managed to avoid wastage.
- Online and delivery orders are processed in an accurate and timely manner. This includes; gifting, hampers, deliveries.
- Support strategic planning about the range of stock, particularly for key seasonal times such as Easter

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and Christmas.

Customer Awareness

- Customers are greeted in a friendly manner as they enter the shop, and offered assistance whilst they browse.
- Project a positive, professional and friendly image to customers and co-workers, providing customers with an experience that will ensure they return.
- Understand who the customers are, including their expectations and needs.

Legal Compliance

Demonstrates excellent personal appearance and hygiene standards and contribute to:

- Adherence of personal hygiene standards (hand washing, wearing gloves where required, etc.).
- Workplaces are safe, with any health, safety and hygiene hazards identified and corrective action taken.
- Only use equipment that they have been trained to use and adhere to manufacturers' instructions for the safe use of all equipment; they understand any risks involved in operating machinery and other equipment.
- Employees are aware of specific safe work practices (use of proper footwear, cleaning up after spills, etc.) and adhered to them at all times.
- The shop is kept to a high standard of cleanliness throughout the day and at close of business.
- Taking appropriate and corrective action to ensure the shop is pest free.

Marketing

- Is aware and supports in any promotions and marketing projects.
- Promote shop merchandise and company branded products, prioritising The Hungry Guest brand in all areas.
- Support special events.

Communication

- Display strong communication, interpersonal and decision-making skills understanding team building concepts and techniques.
- Ensure any information is communicated to the management team in a timely manner. (customer feedback).
- Attend meetings where required and contributes in a positive and professional manner.

This document is not intended to be an exhaustive list. Additional responsibilities may arise as the incumbent continually develops and grows the business.

Experience and Qualifications:

The successful candidate will possess the following:

Education and Experience (desirable)

- 1 year of experience in a high-end retail location
- A background in customer service, people management and/or food service

Desired Qualifications / Skills

- A friendly, calm approach when dealing with customers.
- The ability to remain calm under pressure.
- Passion for upholding an exceptional customer experience.
- Ability to act in a professional and responsible manner.
- Ability to build brand loyalty.

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- Commitment to continuous learning with ability to adapt and flex.
- Proactively able to suggest new ways of working.
- Ability to problem solve and demonstrate good judgement.
- Engaging personality with a passion for food.
- Able to manage own time and prioritise effectively.

Core Competencies

Accountability

Demonstrates and communicates a high level of ownership and commitment to achieving results, accepts responsibility for behaviour and job-related tasks and establishes an agreement on how success will be measured.

Communication

Listens, speaks and writes clearly and concisely; provides useful and timely information to people by choosing the most appropriate method of communication and tailoring the message for the intended audience.

Customer Service Orientation

Establishes mutual expectations with clients to ensure satisfaction, going above and beyond to help build a strong relationship. Shows care and timeliness when dealing with client requests; is keen to offer assistance before a request is created.

Problem Solving

Takes a systematic approach to solving problems rather than reacting to symptoms. Recognises problems quickly and uses good judgment, common sense and past experience and knowledge to act appropriately and efficiently.

Other Important Traits:

Just as important as the technical requirements of the job are the less tangible elements that will help the right candidate achieve outstanding results:

- Passion for food, quality ingredients, and travel.
- Interest in heritage, culture, craftsmanship, and artisanal excellence.
- Teamwork skills.
- Friendly and accommodating manner, with excellent interpersonal, written and oral communication skills.
- Creative 'outside of the box' thinking.

Key Performance Indicators:

The following results will be indicative of strong performance on the part of the Cafe Cook role:

- The shop is fresh, clean, well-stocked and always inviting for customers.
- Stock levels are managed efficiently and avoid wastage.
- All meetings are attended as requested.
- All customer feedback is acted on in a prompt manner and steps are taken to prevent recurrence of any issues.

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- All training is attended when booked and keeps a development plan updated.
- Uniform is always worn, clean presentable appearance at all times.
- Hygiene procedures are followed (hand washing, use of tongs etc).

Location: West Malling, Kent

Employment Type: Permanent, Full Time or Part Time

Employer: Market Town Foods Ltd.

To Apply:

Please send your CV and cover letter to recruitment@petworthplaces.com