

## Job Description- Bakery/ Deli Assistant

### The Role

Bakery/ Deli Assistants play a key role in looking after our customers and ensuring that they receive courteous, friendly and efficient customer service during their visit. This role entails you to go the extra mile for our customers; someone who is hardworking and can adapt to working in a fast-paced environment in our Bakery and Deli.

The role is to provide excellent customer service by attending to customers' needs in a prompt and courteous manner, prepare a variety of baking duties, and assist with the preparation of packaged and displayed counter bought produce. Assist in the preparation and display of a range of hot and cold foods for our Deli counter. You may also be asked to prepare food for wholesale purposes as well as outside catering whilst ensuring that all cutlery, napkins and any extra appliances are prepared if required.

### Main Duties

- Assist the Bakers and chefs with preparing and portioning mixes, salads, sandwiches, ready meals, desserts, deli pots and other fillings as required according to the recipe sheet and label spec.
- Inform the office if any change is made to recipe sheet as label spec will be altered.
- Ensuring batch traceability by correct labelling of all foods and mixes prepared.
- Work to the reviewed production schedules agreed with your line manager to determine variety and quantity of goods to bake and to assemble supplies and equipment needs for daily baking/ preparation of food.
- Ensure that our customers receive customer service that exceeds their expectations at all times
- Help in creating the deli bar display and keep the shelves stocked and looking presentable at all times.
- Assist in the merchandising of the deli area.
- Assist in keeping all bakery and Deli utensils, equipment and work areas clean, tidy and well presented.
- Ensuring that all legal requirements are met, including but not limited to, temperature checks, cleaning schedules and food safety procedures.
- Following stock rotation procedures.
- Receives ingredients and other supplies from main kitchen as required for daily operations.
- Receiving, offloading and organising stock items that are delivered on a daily basis.
- Attends day to day problems and needs concerning equipment and food supplies, detects and ensures disposition of spoiled or unattractive food, defective supplies/ equipment, and/ or other unusual conditions.
- Assist with the packaging of all food prepared ensuring correct label on products and maintain good stock levels on the shelves.
- May be required to prepare food or bake for special requirements or specific dietary requirements.
- Perform other duties as assigned by the manager in charge.
- Complete all mandatory Health & Safety Training modules and necessary Safe Working Procedures

## **Environment**

The role operates in a fast paced high pressure hospitality environment. It may require standing for periods of time, in warm temperatures.

## **Person Specification**

### **The Person must have:**

- You will have a genuine love and passion for food and the food industry
- Previous experience working in a Bakery/ Deli preparing food, displaying food, and customer service
- Have a friendly personality
- Be happy being front of house, at the till, in the kitchen – being proactive and using your initiative to take on the next task
- Be calm and organised, multi-task, and have keen attention to detail and cleanliness
- Confidently build relationships with customers and the existing team members
- Be reliable & trustworthy
- Speak & write clearly in English.
- Must be able to work as part of a valued team

### **Essential Criteria**

- You must be able to communicate fluently in English (spoken and written) with customers and other staff, and must be willing to undertake the appropriate training supplied by the company.
- A courteous and helpful manner, with an enthusiasm for customer service
- Good communication skills and the desire to give our customers an enjoyable shopping experience.
- Flexibility and positive attitude to work evenings, weekends and within the various sections of the store.
- Applicants must have valid passport which allows you the right to live and work in the UK without restrictions. You must have British or Irish bank account & National Insurance number.

### **Desirable Criteria**

- Food Hygiene Certificate
- Food Allergen Training
- HACCP Awareness/ Training
- Previous Baking experience/ certificate
- Previous catering/ food prep experience