



THE  
COFFEE  
CLUB

**POSITION DESCRIPTION: Back of House Team Member**

**Report To:** Franchisee, Store Manager, Duty Manager, Back of House Supervisor

**TCC Store:**

**Employee Name:**

**Date:**

### Position Specification

#### Duties include

- Ensure TCC Store Log Book is complete and signed off
- Assists Store Manager & Franchisee in inducting and training all BOH team members when required
- Assists in maximum productivity and profitability in the kitchen, minimizing wastage
- Ensures all menu items are cooked and presented as per TCC Good Food Manual and available throughout the entire trading day
- Ensures kitchen hygiene and cleanliness is maintained to the highest standard by complying with cleaning and maintenance schedules
- Ensures Food Safety Requirements are in place according to the TCC Food Control Plan
- Follows Workplace Healthy and Safety Regulations
- Assists in cleaning and wash-up area work load

#### Qualifications & Knowledge

- Certificate in Commercial Cookery or equivalent is preferable but not essential
- Current First Aid Certificate (recommended)
- Knowledge of Kitchen Operations and Food Control Plan
- Knowledge of Workplace Health and Safety Regulations
- High level of Literacy and Numeracy

#### Skills

- Understanding and following TCC Policies and Procedures, Mission Statement and Core Values
- Understanding, following and assist in training TCC Good Food Manual
- To be able to work hands on and alongside team members as required, to ensure we provide Good Food at all times
- To be able to assist in preparing and presenting to a high standard our cabinet food as per TCC standards
- To be able to adhere to daily and weekly systems and procedures to ensure a high level of presentation, hygiene, service, product quality and safety
- To be able to communicate with suppliers, ensuring correct and quality of product is received.
- To ensure all equipment is regularly cleaned and maintained in a safe manner
- To be able to assist in promoting sales by creating innovative and well-presented daily and weekly chefs choices

Employee Sign: \_\_\_\_\_

Manager Sign: \_\_\_\_\_

Date: \_\_\_\_\_

- to be able to provide a positive team environment through communication and training if required
- To be able to establish and maintain clear lines of communication with team members, Store Manager, Franchisees, Support Office and Suppliers
- To be able to assist in maintaining Stock Control through monitoring of Wastage, Accurate Monthly Stocktakes, effective Ordering-Receiving and Storage Procedures

#### **Attitude**

- Professional enthusiastic attitude
- Focused on Consistency and providing Good Food at all times
- Pro-active & self-driven to actively learning TCC Manuals and Procedures (Good Food Manual, Food Control Plan)
- Accepts, adheres to and practices The Coffee Club Mission and Core Values
- Reliable and Flexible

#### **Key Performance Indicators**

- Kitchen running efficiently with all menu items well-presented as per TCC Good Food Manual and available at all times
- No formal complaints related to food quality and presentation
- Store Log Book filled as per Food Control Plan Requirements
- All of TCC standards and policies being embraced, implemented and adhered to
- Demonstrates and practices personal presentation which adheres to TCC Dress Code
- Store passes council inspection an A Grade and 100% score
- COG and Food Wastage running in lines with targets
- Maintains highly effective lines of communication with the Store Manager, Franchisee, team and TCC Support Office
- Organises a time for a quarterly Personal Performance Review to be conducted by the Back of House Supervisor & Franchisee

Employee Sign: \_\_\_\_\_

Manager Sign: \_\_\_\_\_

Date: \_\_\_\_\_