

Job Specification Sheet

Job Code: LDVTY002
Job Title: Counter Assistant
Reports to: Counter Supervisor
Special Responsibilities: Handling cash

1.0 Technical Competency:

- Have complete knowledge of the full menu
- Ensure customer service is satisfactory
- Communicate with all members of staff
- Ability to work in a fast-paced environment

Opening Procedures

- Cleaning counter/customer area before opening
- Putting floats into cash drawers before service

Preparation

- Making & maintaining stock of pizza boxes
- Restocking drinks fridge

In Service Procedures

- Processing online orders
- Handling cash
- Processing credit card transactions
- Preparing orders for delivery drivers
- Liaise with pizza staff regarding delivery & collection times
- Communicate with customers regarding wait times
- Ensuring each customer receives a receipt
- Giving each customer an order number

Cooking

N/A

Cleaning and Hygiene

- Ensuring counter/customer area is always clean & tidy at all times
- Disposing of rubbish in a proper manner in the correct bins

End of Day Procedures

- Cleaning counter/customer area after closing/ Scrubbing & sucking floor

2.0 Customer Facing Competencies

- Taking orders directly from customers
- Taking orders via telephone - ensuring correct details are taken - order, name, address, telephone number
- Dealing with customer queries

3.0 Supervisory Competency

Delegate up in absence of counter supervisor to manage counter area and co-ordinate counter staff

4.0 Training Requirements

In house Training

- Use EPOS
- Use Phones
- Menu Knowledge
- Processing Orders
- Online Orders
- Cleaning Processes
- Use of Chemicals

Reviewed after six weeks of appointment

External Training

Basic Food Hygiene Level 2 - Must be attained within **six months** of appointment
Updated Every **three years**

5.0 Experience

Essential

2 years-experience with telephone skills and customer service

Desired

IT Skills

6.0 Qualifications

Desired

- Basic Food Hygiene Level 2

7.0 Conditions of employment

- Basic Food Hygiene Level 2 - Must be attained within **six months** of appointment
- Three-month probationary period

8.0 Remuneration & Benefits

- Free meals with break per shift over 4 hours (from staff menu)
- Auto enrolment in stakeholder pension