



FroYum Assistant – Person Specification

Job Title: FroYum Assistant

Location: Leicester

Qualifications:

- Desirable
 - Food and Hygiene Certificate Level 1

Knowledge:

- Desirable
 - Knowledge of health and safety and hygiene regulations.
 - Knowledge of assisting a customer focused café-style operation

Skills and abilities:

- Essential
 - Committed to excellent customer service
 - Excellent communication skills
 - An ability in food preparation
 - Approachable, outgoing and friendly manner
- Desirable
 - Drive and initiative to contribute to the success of a frozen yogurt shop
 - Effective planning and time management
 - Ability to train staff and adults with ASC in food hygiene, health and safety and catering
 - Good knowledge of healthy eating, specifically 5-a-day.

General:

- Essential
 - Professional Friendly manner
 - Ability to deal with all customers in a courteous manner
 - Smart appearance, well presented
- Desirable
 - Flexible and focused team player with the ability to prioritise effectively under pressure.
 - First Aid Certificate
 - Driving Licence



FroYum Assistant – Job Description

Responsible to: The FroYum Manager/Supervisor

Appraised by: The FroYum Manager

Working shifts:

Monday – Friday 9.30am – 3.30pm

Monday – Friday 3.30pm – 7.30pm

Saturday 3.30pm – 7.30pm

Saturday 9.30am – 3.30pm

Sunday 10.30am – 5.30pm

Responsible for: Assisting the FroYum Manager/Supervisor

Duties May Include:

- Cleaning the kitchen, serving area and toilets in accordance with Health and Safety Regulations and Guidance
- Ensuring that the shop environment is pleasant and welcoming in line with the image agreed with the Directors
- Set up dining areas and tables for food consumption and clear them following consumption.
- Prepare food/ frozen yogurt using standard formulas or following directions.
- Brew coffee/tea/hot chocolate, and fill containers with requested beverages.
- Take customers' orders attentively and add toppings to yogurt orders, according to instructions.
- Serve frozen yogurt, hot and cold drinks to customers.
- Present frozen yogurt/beverages suitably, with spoon and napkin where necessary, for serving or for takeout.
- Prepare bills for using cash registers and accept payment and make change.
- Take phone calls and answer queries from customers.
- Replenish foods at serving stations.
- Serving customers in a friendly, pleasant and courteous manner
- Order items needed to replenish supplies, locally where possible.
- Keeping accurate time sheets daily
- Reporting maintenance issues to the Café Manager
- Ensuring that any risk assessments are complied with
- Keeping cleaning and temperature records
- Occasionally partake in promotional/marketing events

How to apply: Closing date for applications: 24 April 2015

Applications and a CV to be forwarded by email to : jobs@froyumleicester.com