

ROLE PROFILE

Millies Cookies Assistant Manager	
Reporting to:	Millies Cookies Manager
Role purpose:	
To lead a team to provide a friendly, efficient take away cookie service to owners and holidaymakers	
Responsibilities	
<ul style="list-style-type: none"> • Role model the company values and behaviours at all times: Hospitality, Passion, Trustworthiness, Excellence, Stewardship, Kindness • Greet owners and holidaymakers warmly on arrival • Ensure team takes orders in a timely manner and make recommendations that meet the needs of the customer • Demonstrate excellent knowledge of the products • Encourages team to look for opportunities for incremental sales (upselling) • Ensure all public and kitchen areas are clean and safe • Work as part of a team to create seamless service • Educates team on allergen awareness and advises on suitable products • Step in to resolve any complaints, where necessary, in a polite, empathetic and calm manner, ensuring owners, holidaymakers and locals are delighted at the outcome • Oversee, and actively participate in, the production of all cookie products. • Assisting with kitchen preparation and cleaning duties. • Monitor stock levels and liaise with suppliers to ensure sufficient stock is available 	

<p>Progression in role:</p> <p>Entry</p> <ul style="list-style-type: none"> • Good spoken and written English • Personable • Strong interpersonal skills • 1+ years in a hospitality leadership role • Customer service experience • Able to work weekends and unsociable hours • Computer literate 	<p>Training for role</p> <p>Company orientation and induction General health and safety Fire safety Food hygiene level 2 GDPR -E-Learning Food allergens Sample all items on menu Selected S.E.T. modules Cove Leader Millies' brand training</p>
<p>Competent – three months</p> <ul style="list-style-type: none"> • Team performance meets expectations • Team works well together • Stock control and budgets are on target • Has extensive knowledge of the park and its services 	<p>Diversity and Inclusion Selected S.E.T. modules Budgets Cove Leader 2</p>

<ul style="list-style-type: none"> • Presents a positive and friendly welcome to owners and holidaymakers at all times • Guides team to work with customers to resolve complaints effectively • Organised and calm during busy service times • Works with Millies manager regularly to report on business and plan ahead 	
<p>Advancing</p> <ul style="list-style-type: none"> • Promotes Millis service to non - Millies team • Liaises with Millies Manager to put together special promotions 	Selected S.E.T. modules
<p>Excellence</p> <ul style="list-style-type: none"> • Actively trains and coaches new team members • Suggests practical improvements to cookie service 	Coaching and mentoring
<p>Key measures</p> <p>Holidaymaker survey: accommodation/ service/ holiday overall/ NPS Owner survey Team survey Food and beverage sales Complaint ratio</p>	