

ROLE PROFILE

Fish and Chips Team Member	
Reporting to:	Fish and Chips Team Manager
Role purpose:	
To provide a friendly, efficient take away food service to owners, holidaymakers and locals	
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, holidaymakers and locals warmly on arrival • Take orders in a timely manner and make recommendations that meet the needs of the customer • Demonstrate excellent knowledge of the products • Look for opportunities for incremental sales (upselling) • Ensure all public areas are clean and safe • Work as part of a team to create seamless service • Checks for allergies and advises on suitable products • Resolve any complaints in a polite, empathetic and calm manner, ensuring owners and holidaymakers are delighted at the outcome • Contributing as a team member to the production of all fish & chip shop products. • Assisting with kitchen preparation and cleaning duties. • Contribute to the collective monitoring of stock levels. • Cooking F&C shop products (when trained to do so) 	

Progression in role:	Training for role
<p>Entry</p> <ul style="list-style-type: none"> • Good spoken and written English • Personable • Strong interpersonal skills • Customer service experience • Able to work weekends and unsociable hours • Computer literate 	<p>Company orientation and induction General health and safety Fire safety Food hygiene level 2 Food allergens GDPR Sample all items on take away menu Selected S.E.T. modules</p>
<p>Competent – three months</p> <ul style="list-style-type: none"> • Takes orders and sees full service through • Works well with the team • Has extensive knowledge of the park and its services • Presents a positive and friendly welcome to owners, holidaymakers and locals at all times • Takes full ownership and works with guests to resolve complaints without resorting to involving manager most of the time 	<p>Selected S.E.T. modules Diversity and Inclusion</p>

<ul style="list-style-type: none"> • Organised and calm during busy service times • Demonstrates effective, friendly queue management 	
<p>Advancing</p> <ul style="list-style-type: none"> • Opens and closes F & C shop and hold key as required by F & C Manager 	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 workings or department or service 	
<p>Key measures</p> <p>Holidaymaker survey: accommodation/ service/ holiday overall/ NPS Owner survey Food and beverage sales Complaint ratio</p>	