



LOOKOUT TEAM MEMBER

January 2022 version

Company	Biggin Hill Airport Limited
Department	Lookout Coffee Shop
Location	Lookout
Role reports to	Coffee Shop Manager
Line management responsibility	No
Job grade	[tbc]

Job Summary

This is an interesting position working in The Lookout, the public access coffee shop of the airport. You will be serving a wide range of customers from members of the public to fellow airport workers. This role involves working as part of a team to provide consistently high standards of service to the Lookout's customers, complying with all food safety legislation, in line with Company vision, values, and policy.

Job Requirements and Responsibilities

Customer Service	<ul style="list-style-type: none">• To provide an efficient and effective service to customers, understanding their needs and requirements, working to exceed these wherever possible• To ensure all customers of the Lookout are always acknowledged, greeted and served in a friendly, professional, manner• Ensure that food and drinks are presented and served to the customer according to the laid down standard• Deliver food and refreshments to other locations on the airport as required• Be well-presented and wear uniform as provided for every shift
Administration	<ul style="list-style-type: none">• Ensuring the Lookout is continuously restocked to appropriate levels• Ordering new stock at the end of each shift as required• Handling cash and recording sales in accordance with Company procedure. Ensure that the end-of-day till procedures are completed in an accurate and timely manner• Use company systems including HR, Safety and Compliance software packages as required
Food and Beverage Preparation	<ul style="list-style-type: none">• Prepare hot and cold food and drinks to the required standard• Adhere to all current food safety, food allergen and HACCP legislation
Cleaning	<ul style="list-style-type: none">• Ensure cutlery and crockery is cleaned in the dishwasher or by hand as appropriate on a regular basis• Preparation and server surfaces are regularly cleaned in line with



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	<p>food safety legislation</p> <ul style="list-style-type: none"> • Tables are cleared and cleaned regularly • Equipment is cleaned during the day as required and all equipment is left clean at the end of a shift • Cleaning of the Lookout facility in general including restrooms and monitoring cleanliness levels during opening hours • Ensure the Lookout end of day clean is to a high standard • Report any issues with contract cleaning immediately
Health and Safety	<ul style="list-style-type: none"> • Compliance with the Company Health and Safety policy • Follow Food Safety, Food Allergen, HACCP policy at all times • Follow COSHH procedures and MSDS when using cleaning chemicals • Reporting any health and safety issues to the Manager
Security and Health & Safety	<ul style="list-style-type: none"> • General awareness of security and health and safety issues in the workplace and a customer environment • Report any issues immediately to line manager or security team as appropriate • Ensure building is secured, windows shut, doors locked at the end of the day
Additional Duties	<ul style="list-style-type: none"> • Any other duties as required

Key Performance Indicators

- Customer satisfaction and feedback from a variety of sources
- Successful completion of all training courses provided
- Accuracy of end of day till reconciliation

Skills, Qualifications and Expertise

Essential	<ul style="list-style-type: none"> • Customer service experience in a hospitality/retail environment. • Ability to use basic technology such as EPOS and tablets, including email and basic IT skills • Desire to learn and be trained to do new things • Exceptional flexibility regarding hours of work, to include weekends and bank holidays
Desirable	<ul style="list-style-type: none"> • Food preparation/cooking experience from a hospitality environment • Coffee Barista experience • Experience of working in an independent or branded hotel, coffee shop, or restaurant chain • Certification in Food Safety Level 2, Food Allergen & Natasha's Law, COSHH and HACCP Level 2 or willingness to complete relevant training courses as provided



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Key Competencies Required

- Providing high standards of customer service in a food and beverage outlet
- Able to develop customer relationships and drive sales
- Enjoys being busy with a positive attitude – thrives under pressure
- Great team player with a one team ethos
- Excellent communication and interpersonal skills
- Exceptionally flexible with regard to working a changing roster pattern to suit the needs of the business (inc. weekends and bank holidays)