

## **Crew Member - Fast Food**



**Can also be called:** Food Service Worker, Delicatessen Clerk, Delicatessen Worker, Front Line Worker, Catering Assistant

**Salary:** From £11-13k per year

As a Crew Member your role is to provide excellent customer service.

### **Duties you may be required to do:**

- operating the till
- preparing and cooking all menu items in line with company standards dispense meals and drinks.
- Providing timely and accurate counter customer service
- be responsive to individual customer's needs
- take the opportunity to maximise sales
- ensuring you maintain food and health and safety standards at all times keep all areas tidy
- prepare and clear areas for counter/takeaway service
- prepare hot and cold sandwiches

### **Skills you need for the job:**

- Communication (informing others, listening to instructions, passing on messages)
- Customer service
- Interpersonal skills, confident working with wide range of people
- Numerate
- Literate
- Confident when working under pressure
- Organisational skills
- Effective team member (keeps others informed, reports issues, deals with disagreements constructively etc)

### **Expected behaviours:**

- Punctual
- Friendly, courteous and helpful behaviour
- Flexible approach to working hours

**There are lots of opportunities to progress in your career by working towards recognised qualifications whilst at work. More information on job roles and training courses can be found on the People 1<sup>st</sup> careers site “UKSP” ([www.uksp.co.uk](http://www.uksp.co.uk)).**

## **UKSP**

UKSP is a unique website providing information, advice and guidance for a career in hospitality, leisure, travel and tourism. At the heart of this is an interactive career map giving access to information on job profiles, qualifications and courses.