



Role -Team Member

Reports to: Manager on Duty

Job description

To be the face and front of Kababji. As part of our team you will be exposed to both the food preparation and customer service parts of our business. You be the first point of contact for the people that eat and drink with us. You must be able to confidently work on all sections across both the back and front of house for which we will train you and maintain the highest level of customer service, product knowledge, food service / preparation and adherence to all Kababji policies and procedures.

Key Responsibilities/requirements

Food Preparation

- Ensure every prepared dish is in line with Kababji recipes.
- Follow all the rules described within the Kababji Food Safety Management System.
- Know the products and share this knowledge with colleagues and customers.
- Serve food according to Kababji rules, providing fast service and complying with presentation guidelines.

Customer Service

- Ensure every customer is acknowledged and greeted in a warm manner, make them feel welcomed, thank them, and encourage them to come back.
- Recognise regulars and new customers and consistently meet/exceed customers' expectations.
- Share product knowledge with customers, assist with their choices and answer their questions.
- Ensure all products are served according to Kababji rules and regulations.
- Treat each customer personally.
- Deal effectively and courteously with customer complaints and report them to the Manager if necessary.
- Operate tills accurately providing fast service and complying with the cash handling procedures.

Kababji's Standards, Food Safety and Health & Safety

- Ensure customer and team areas are always clean and presented following company standards.
- Wear the company's uniform with pride and maintain the highest level of personal hygiene.
- Ensure that all areas within the restaurant are well maintained following Kababji's standards of cleanliness and hygiene and left accordingly at the end of your shift.
- Work cleanly, safely and hygienically at all times.

Work as part of a team

- Timekeeping: be at work on time on all occasions as stipulated by your rota.
- Show initiative: help without being asked.
- Contribute to create a positive, welcoming and open work environment.
- Take pride in getting the job done.
- Participate in team meetings, listen to others' ideas and opinions and show them respect.
- Communicate in an honest and open manner.
- Be committed to your fellow team members, managers and restaurant.
- Take responsibility for own decisions, actions and results.
- Always be willing to learn.
- Good level of spoken English.

