

Eat a Pitta Crew Member Job Description

Job Title: Eat a Pitta Crew Member	Created by: HR Manager
Report to: Eat a Pitta Team Leader Eat a Pitta Shift Supervisor Eat a Pitta Assistant Manager Eat a Pitta Manager	Approved by: Kostas Giannakopoulos (C.E.O)

The role

Eat a Pitta Crew Member reports directly to their respective Team Leader and Supervisor. This is to be adhered to in order to ensure smooth communication within each Eat a Pitta outlet.

Objectives

EaP Crew Members are ambassadors for our healthy eating brand and exceedingly high quality of customer service delivery to both internal and external customers. They must ensure a high level of food hygiene, health and safety practises at all times so that our brand remains compliant with the legislations in our industry, ensures all financial transactions in the outlets are recorded accurately to prevent revenue losses, and careful handling of all equipment and display tools to avoid incurring unnecessary costs. They must adhere to our policies and procedures at all times and any other duties that may be reasonably asked of them.

Tasks

1. Assist in the setting up of the outlet
2. Assist in the day to day running of their outlet
3. Adhere to Food Hygiene and Health and Safety legislation at all times
4. Deliver excellent face to face customer service
5. Record all transactions accurately and immediately
6. Ensure food portions are adhered to as demonstrated during training
7. Resolve all customer complaints immediately and appropriately, with the help of your supervisor
8. Ensure careful handling of company property to avoid breakage and damage
9. Record your working hours accurately on Deputy
10. Report all incidents to their supervisor
11. Adhere to our company policies and procedures at all times

Employee Name:	Employee Signature:
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Date:

Location: