

Service champion



Our Service champions are the face and the voice of the Tegtat family and they ensure that everything they do is all about the customer.

Service champion can be involved in a variety of tasks, preparing sandwiches, serving savories, merchandising or cleaning, all of which contribute to the reason why we are here, making our customers have an TOP experience.

Main duties

- Prepares drinks/desserts/pastries, accurately to meet demands of the store
- Demonstrates a good understanding of menu items and explains it to customers.
- Exhibits a cheerful and helpful manner when connecting with customers.
- Checks products in warmer/impulse area and restocks items to ensure a sufficient supply throughout the shift and time to bake items.
- Maintains a clean café, outside area and kitchen area
- Greets customers and prepares their orders, input orders into a point-of-sale system and accept payment using a credit or cash register, calculating change accurately and quickly as required.
- Use your customer service skills to up sell and up level the customer experience to make every moment right
- Understands and adheres to all quality standards, formulas and procedures as outlined in the *Tegtat manual*.
- Understands and follows the proper food handling, safety and sanitisation standards while preparing food, serving food, and clean up.
- Maintains professional appearance and grooming standards as outlined in the *Operations Manual*.
- Handling of light stock and informs supervisor for stock ordering (Manual handling less than 25kg) If so break down weight of the box.
- Maximum customer interaction whilst connecting with customers, handle customer' concerns and complaints professionally and calmly to resolve problems according to Tegtat policy.

House rules

- Staff breaks will be taken one at a time and at off peak hours
- No phones during working hours. Phones need to be kept in secure lockers. In case of emergency friends and family can call the store number.
- Please inform other member of staff if you are leaving your workstation.
- All employees paid at the end of the month

Tugtat Guidelines for connection

1. *'Hi Welcome to Tugtat, what can I get for you' (Face of the brand)*
2. As soon as a customer walks into the shop they should be attended to immediately with a smile. (within 5 seconds)
3. Talk passionately about the products for e.g if a customer is unsure what they want?

Give the customer a **TOP** experience

Think: Breakfast for one, sharing, couple or family or grab and Go

Offer: Something that will meet their needs. Ask closed questions?

Do you like coffee or tea / Would like a try a dessert?

Don't forget that we Freshly baked every day and the unique lightness of the pastry made with mother hand : Breakfast, pastries, desserts, sandwiches, bread

Purpose: For the customers to enjoy the experience and come back again and recommend to others.

4. We aim to get orders ready within 3-minute window. Busy times 5 mins, please keep the customers informed of any delays.