

Job Description - EL&N Cake Specialist

At **EL&N** London we believe one thing-**Great people make great guest experiences.**

As a Cake Specialist, you assist the EL&N management and site team in running the daily operation to ensure a positive and safe working environment. You provide great service and go above and beyond to deliver a great guest experience. Your knowledge of our products and your passion for the brand, help you to do this. Your Charisma and energy are infectious, which makes nothing seem impossible.

Please find below a list of your responsibilities within your job role as a cake specialist

- You carry out your role through the values of EL&N.
- You work with your team closely, to drive team Moral and Happiness. You believe in the power of Teamwork.
- You support your team in running a great shift and follow EL&N steps of service, and ensure service standards are on Brand.
- You follow your rota and ensure that you are on time for your shift.
- You always come onto your shift in proper EL&N uniform and are well groomed.
- You follow the rules and regulations of the Brand.
- Whilst on shift you are responsible for setting up and closing down the restaurant in line with daily opening and closing procedures
- You give our guests a warm welcome and acknowledge when they leave
- You are Communicating constantly with your team to ensure any updates regarding product is informed and guest expectation is met.
- You escalate any complaints to the manager on duty straight away and ensure that all guests in your section are having a great experience.
- You ensure that our guests have an amazing experience. This is achieved by following the EL&N steps of Service and having knowledge on all our Offering.
- Ensuring that you are keeping the restaurant area and your cake display clean and tidy throughout your shift.
- You ensure that your cake display is always full and enticing to our guests
- You ensure that all cakes in the cake display are rotated in accordance with food safety guidelines. Any perished cakes are recorded on the wastage book.
- You ensure that FIFO is practised on your cake display and storage fridge.