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## Take Away Manager/Duty Manager

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Position:	Take Away Manager
Location:	Docker River Store
Primary Purpose:	The primary role is to manage the store Take Away; source, prepare, cook and serve a range of food with a focus on providing good, healthy and nutritious food to the community members and visitors.
Secondary Purpose:	The secondary role is assisting the Store Manager to perform daily Store duties to operate the store effectively and efficiently.
Reports to position:	Store Manager
Date:	Updated February 2015

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It is important that Store Staff understand what their responsibilities are and the work standards required of them.

The Store Manager is accountable for ensuring there is food security for the community. The Store Staff are there to assist the Store Managers to perform daily duties in operating the store effectively and efficiently in order to achieve food security and have a long term viable store for the community. The Take Away Manager is responsible to the Store Manager for operating the Take Away. When the Store Manager is on leave or involved in meetings or training the Take Manager will take on the role of Store Manager for a time

The Take Away Manager will be responsible for:

**1. Take Away operations**

But will also at times be responsible for assisting with the overall operations of the store including:

**2. Stock Handling**

**3. Cashier Operation**

**4. Store Cleaning**

**5. Administration**

**6. Safety and safe food handling**

**Responsibilities**

<b>Key Performance Indicator</b>	<b>Responsibility</b>	<b>Measure</b>
<b>1. Take Away operations, assist Take Away manager</b>	Sourcing, preparation and cooking of Take Away foods in accordance with the Nutrition policy of the Store and at the direction of Store Manager and Nutritionist	Nutrition Policy implemented. Healthy food options available daily.
	School Lunch prepared on daily basis on time	Lunches prepared to order consistently
	Cleaning T/A & Equipment	TA area and equipment clean to EH standards
	Customer Service	No customer complaints
	Receive T/A stocks and check the accuracy and date of the stocks received	Good stock control in TA, wastage recorded, returns/refunds organised

At times the incumbent will be asked to complete or supervise any of the below

<b>2. Stock Handling</b>	Receive stock arriving at the store	All invoices checked
	Check that correct stock has arrived	When items are missing they are reported to the Store Managers
	Check that stock matches the invoice	
	Placement of Stock	Correct placement of stock in accordance with ticket layout on shelf
	<ul style="list-style-type: none"> <li>▪ Placing stock in cool rooms or storage area</li> <li>▪ Placing stock on shelves where required</li> </ul>	
	Rotations and markdowns	
	<ul style="list-style-type: none"> <li>▪ Stock is rotated to have the shortest date code at the front, longest at the back</li> <li>▪ Remove out of code stock and write on correct markdown sheets</li> </ul>	No out of stocks in cool rooms or shelves
		No out of codes on shelves or in cool rooms or other storage areas
	Recordings of waste and markdowns	All markdowns recorded in correct categories.
	Stock to be properly recorded as to which category of waste or markdown	

<b>Key Performance Indicator</b>	<b>Responsibility</b>	<b>Measure</b>
	<ul style="list-style-type: none"> <li>▪ Store usage</li> <li>▪ Out of code</li> <li>▪ Short code</li> <li>▪ Damaged</li> <li>▪ Stolen</li> </ul>	
	<p>Replacing of unused stock</p> <ul style="list-style-type: none"> <li>▪ Stock left at check-out counters</li> <li>▪ Stock left throughout store by customers</li> </ul>	All stock to be in its correct location at the end of each trading day
	<p>Stored Stock</p> <ul style="list-style-type: none"> <li>▪ All stored stock to be clearly marked as to when received.</li> <li>▪ Loose stock to be placed on overheads or in proper storage area</li> </ul>	<p>All stock date coded</p> <p>All stored stock in correct places</p>
<b>3. Cashier Operation</b>	<p>Scanning accuracy</p> <ul style="list-style-type: none"> <li>▪ Accurate scanning of all stock</li> <li>▪ Informing management when stock does not scan</li> <li>▪ Entering in correct PLU (Price Look Up) for non scanning items</li> </ul>	100% compliance with scanning, entering correct PLU's and advising on non-scanning items
	<p>Accurate Cash Handling</p> <ul style="list-style-type: none"> <li>▪ Correct float for till</li> <li>▪ Tendering correct change to customers</li> <li>▪ Balancing of till at end of trading day</li> <li>▪ Accurate recording of EFTPOS, Basics Card and or Income Management</li> </ul>	No register errors
	<p>Provide Customer Services at check out</p> <ul style="list-style-type: none"> <li>▪ Being helpful and polite when</li> </ul>	Length of queues at check outs

<b>Key Performance Indicator</b>	<b>Responsibility</b>	<b>Measure</b>
	<p>serving customers</p> <ul style="list-style-type: none"> <li>▪ Calling of other staff to open another register when busy</li> <li>▪ Providing customers with power cards, fuel sales or cards and phone cards</li> </ul>	<p>Number of customer complaints</p>
<b>4. Store Cleaning</b>	<p>Cleaning of shelving and doors</p> <ul style="list-style-type: none"> <li>▪ Ongoing cleaning of shelves and refrigeration and grocery when filling stock.</li> <li>▪ Storage including cool rooms cleanliness</li> <li>▪ Daily sweeping and mopping of storage areas</li> <li>▪ Daily wiping down of cool room and refrigeration doors</li> </ul> <p>Store cleaning</p> <ul style="list-style-type: none"> <li>▪ Daily sweeping and mopping of floors in selling area and storage area</li> <li>▪ Daily cleaning of amenities including office, tea rooms and bathrooms</li> <li>▪ Weekly dusting and cobweb removal of walls, ceilings and windows</li> <li>▪ Cleaning roster/register filled out on a daily basis</li> </ul> <p>Cleaning of spills</p> <ul style="list-style-type: none"> <li>▪ Sweeping and removing any dry spills</li> <li>▪ Mopping, removing and disinfecting any wet spillages</li> <li>▪ Utilising materials such as sand for oil and detergent based spills. Then remove and clean.</li> </ul>	<p>Clean grocery and refrigeration shelves and doors</p> <p>Cleaning roster/register filled out daily</p> <p>No cob webs, dust or dirty floors in store including amenities</p> <p>All spillages attended to correctly</p> <p>No customer injuries from spillages</p>

<b>Key Performance Indicator</b>	<b>Responsibility</b>	<b>Measure</b>
	<ul style="list-style-type: none"> <li>▪ Immediate cleaning of any spillage in store to ensure customers are not endangered</li> <li>▪ Calling someone if you are unable to attend to the spill.</li> <li>▪ Stopping and warning customers from going near the spillage.</li> </ul>	
	Cleaning of Store surroundings	No rubbish surrounding the store
	<ul style="list-style-type: none"> <li>▪ Ensuring there are garbage bins for rubbish</li> <li>▪ Removing full garbage bins or bags</li> <li>▪ Picking up loose rubbish and debris</li> <li>▪ Tidy lawns and surroundings of the store</li> </ul>	No overflowing rubbish bins
		No long grass or dirty surroundings around the store
<b>5. Administration</b>	Store opening and closing	Store always open in accordance with trading hours
	<ul style="list-style-type: none"> <li>▪ Opening and closing the store on time</li> <li>▪ Keeping back door closed at all times, unless receiving goods for the store</li> <li>▪ Closing the store when asked to do so in an emergency</li> </ul>	No access via loading door
	Complying and adhering to duty statements	Task performed as per duty statement
	All paperwork associated with stock receivable is handed to store managers on a daily basis	All paperwork is completed and given to management daily
	Telephone calls	
	<ul style="list-style-type: none"> <li>▪ All telephone calls answered promptly</li> <li>▪ Ensure messages are taken and</li> </ul>	Number of complaints regarding telephone handling

Key Performance Indicator	Responsibility	Measure
	<p>passed on</p> <ul style="list-style-type: none"> <li>▪ No personal calls made from store telephone</li> </ul>	
6. Safety and safe food handling	Report any unsafe areas to store manager immediately, including spillages, broken or damaged shelving or equipment	No customer or staff injuries
	Complying with correct lifting, bending, turning and handling of goods	No staff injuries
	Compliance with all safe food handling procedures including; <ul style="list-style-type: none"> <li>▪ Cross contamination</li> <li>▪ Temperature control</li> <li>▪ Cleaning and hygiene</li> </ul>	No prosecutions No customer complaints regarding illness Temperature rosters completed

## Technical skills and experience

- **Cooking experience and qualifications required**
- **Good communication skills**
- **Be able to work with people**
- **Customer service skills**
- **Understanding of nutrition**
- **Able to work in a takeaway environment**
- **Able to learn computer and point of sale skills**
- **Must be able to follow instructions**
- **Must turn up on time and complete shifts**
- **Must be able to lift and handle stock**

## Personal attributes and values

- **Respectful**
- **Willing to learn**
- **Honest**
- **Hardworking**

- **A good listener**

**Benefits and Conditions**

**As per or exceeding the General and Retail Industry Award 1<sup>st</sup> January 2010.**