



Job Description for the position of: Team Member/Team Member Star

Job holder's name	Name
Reporting to	GM name
Department	Operations
Location	Shop

Job role

A Pret **Team Member or Team Member Star** works as part of a team in a Pret shop in the kitchen and front of house. They follow the 3 core Pret behaviours in all aspect of their work: Passion, Team Working and Clear Talking. They are responsible for creating a welcoming and safe environment, engaging and “wowing” our customers and producing great quality Pret food. Key focuses for the role are team work, uniforms, the 6 Key Points of Service and Production, cleanliness, health & safety and productivity.

Key responsibilities

<p>Right Pret People: Team Work/Uniform</p> <ul style="list-style-type: none"> ★ To maintain good relationships with all of the shop's team. ★ To take on jobs to balance workload across team. ★ To work together to ensure the shop and kitchen is the best it can be. ★ To wear a clean and immaculate uniform at all times on shift. ★ To complete and pass all TM and TM* training in a timely manner <p>TM Star:</p> <ul style="list-style-type: none"> ★ <i>To be an “Ace in Place” within your shop team. To act as a role model to other TMs demonstrating good Pret knowledge.</i>
<p>Amazing Service: 6 Key Points of Service</p> <ul style="list-style-type: none"> ★ To have a thorough understanding of the 6 Key Points of Service and follow them at all times. ★ To serve customers, politely and quickly in an engaging manner. ★ To take the time to respond to customers needs and to deliver outstanding and amazing service and to greet customers. ★ To complete F/O (floor organizing) to Pret standards maintaining beautiful Langars, merchandising and seating areas. ★ To prevent lines through calling to customers and an awareness of customer movement. ★ To ensure products are presented in the correct bags or on clean trays according to Pret standards. <p>TM Star:</p> <ul style="list-style-type: none"> ★ <i>To consistently have high performance in till speed and accuracy according to Pret Standards.</i>
<p>Delicious Food & Drink: 6 key points of production</p> <ul style="list-style-type: none"> ★ To create delicious food according to Pret standards in a safe and productive environment. ★ To always follow the 6 Key Point of Production at all times. ★ To ensure stock is rotated and used according to standards <p>TM Star:</p> <ul style="list-style-type: none"> ★ <i>To maintain Drip coffee area in front of house and brew coffee in back of house areas including speciality coffee, Croissanterie, and soup and hot food.</i>
<p>Well Loved Shop: Cleanliness and Health & safety</p> <ul style="list-style-type: none"> ★ To adhere to all aspects of kitchen 'health & safety' in accordance with the law and Pret standards. ★ To adhere to aspects of kitchen 'food safety' in accordance with the law and Pret standards. ★ To attend Introduction to Pret Course & pass the Pret food Hygiene test.
<p>Shop Profitability: Productivity</p> <ul style="list-style-type: none"> ★ To adhere to financial standards on tills and cash control. ★ To work with a sense of urgency <p>TM Star:</p> <p>Maintain a minimum bench productivity of 40 sandwiches per hour</p> <ul style="list-style-type: none"> ★ <i>To consistently have high performance in bench productivity while maintaining good MTS quality</i>

Pret Behaviors

Passion	Team Working
Clear talking	Open to Change

7 Key Responsibilities Team Member/TM Star



