

Job Title Middle Farm Shop – Full-time Trainee Butcher

Main Purpose of job

To serve butchery customers and provide excellent customer service, at all times.

Key Responsibilities

- To commit to learning the very highest standards of butchery skill, from in-house and external training
- To understand and promote the Middle Farm ethos of high welfare, home and locally produced meat and game.
- To maintain high standards of quality control by rotating stock, regularly conducting and recording temperature checks and consistently maintaining attractive cabinet displays.
- To consistently maintain the highest possible level of customer care.
- To always contribute to the ongoing improvement of the performance of the butchery department by **actively** selling.
- To be a supportive team member always treating other team members and customers with fairness and courtesy.
- To be punctual, polite, well-presented and professional. A shirt and tie uniform will be standard, together with white coat and apron.
- To fully comply with Health and Safety and Food Hygiene legislation and strictly adhere to cleaning schedules.
- To minimise business costs and be environmentally responsible with regard to waste and resources in line with company policy.
- To ensure that the retail area, including windows, walls, fridges/ freezers, light switches etc. are thoroughly cleaned on a regular rota, strictly adhered to.

Skills/training/knowledge

- To thoroughly learn butchery skills, from Middle Farm Head Butcher and external trainers.
- To gain a comprehensive knowledge of Middle Farm's own produce, local produce and all stock within the butchery shop and associated retail departments.

- To communicate clearly and accurately with both customers and team members.
- To prioritise the tasks for the day ahead as detailed by the Middle Farm Head Butcher.

Day to day operation

- Serving customers with a smile.
- Assiduous rotation of stock, according to date and **prompt** re-stocking of shelves and displays as needed, ensuring that the last hour of each day is spent filling the shelves ready for the following day.
- Maintaining clean, tidy and safe environment at all times for customers and fellow team members.
- Clear communication particularly at 'hand over,' leaving detailed notes if required.