

Quality Control Coordinator – Job Change – Vacancy Hiring in Zomato

Hiring organization
Zomato

Job Location

India
Remote work from: IND

Date posted
January 27, 2024

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Valid through
31.08.2024

Base Salary
USD 11 - USD 22

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Qualifications
Graduate, 12th

Employment Type
Full-time

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Description

Quality Control Coordinator

As a Quality Control Coordinator, you'll be the frontline champion of quality at Zomato. You'll work closely with restaurants and delivery partners to ensure that every meal delivered reflects our commitment to exceptional customer satisfaction. Through meticulous checks and proactive measures, you'll be instrumental in maintaining the food safety, hygiene, and overall quality of orders, creating a seamless and delightful experience for every Zomato user.

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Zomato Careers

Responsibilities:

- Conduct food quality inspections at partner restaurants, evaluating hygiene, storage, and preparation practices.
- Verify order accuracy and completeness, ensuring all items and specifications are met.
- Implement and monitor quality control procedures for food packaging, handling, and transportation.
- Investigate customer complaints related to food quality and hygiene, resolving issues efficiently and collaboratively.
- Maintain comprehensive records of quality checks and inspections, identifying and reporting potential areas for improvement.
- Train and educate restaurant staff and delivery partners on Zomato's food

safety and quality standards.

- Collaborate with internal teams (Quality Assurance, Operations, Customer Support) to drive continuous improvement in food safety and quality control processes.

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Skills:

- Excellent communication and interpersonal skills, adept at building rapport with restaurant staff and delivery partners.
- Keen eye for detail and a strong commitment to maintaining high quality standards.
- Analytical and problem-solving skills to identify and address food quality issues effectively.
- Ability to work independently and as part of a team in a fast-paced environment.
- Proficient in using digital tools and technology for data entry, reporting, and communication.
- Bachelor's degree in Food Science, Hospitality Management, or a related field preferred.
- Minimum 1 year of experience in quality control or related field (freshers with exceptional academic qualifications will be considered).

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