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| **main objective…**To lead, inspire and motivate the Cafe Team by leading by example – showcasing excellent customer service in order to coach the Café Team floor teams to improve the overall customer experience. To support the Store Manager with the general day to day running of the store and Cafe. Having a can do, infectious positive attitude which resonates throughout your team. To harness a culture of ownership.**key performance indicators…** * Sales performance across café and deli.
* Waste percentages across the café and deli
* Look and feel of the café counters.
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| CAFÉ SUPERVISORTo support the CAFE manager. to lead and inspire the team. |

**accountable for….** LEAD BY EXAMPLE * To be presentable.
* Arrive for all shifts on time and organised.
* Treat the team with respect.
* Create a warm and inviting atmosphere for customers.
* Have a positive ‘we can do this’ attitude.

STANDARDS * Maintain high visual standards to create a sense of pride.
* Team Leader daily/weekly checklists must be completed.
* Ensure efficient ordering, receipt and management of stock, including monthly stock takes.
* To manage the cleanliness and hygiene of the café.

YOUR TEAM * To encourage and motivate your café team.
* Coach and train your team, where needed.
* To ensure New Starters are nurtured and cared for.
* Delegate and share tasks with your team.
* To conduct Team Huddles – to improve communication.

SUPPORTING YOUR MANAGER * To be flexible over 7 days trading. To support the needs of the growing business.
* To be able to open and close the café securely.
* To be able to open and close a till efficiently.
* Maintaining incident reports for theft occurrences.
* Maintaining accident reports for staff incidents.
* To ensure the staffing areas are clean.
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