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| **main objective…**To lead, inspire and motivate the Cafe Team, leading by example & offering guidance to your team – showcasing excellent customer service and impeccable attention waste, ordering & compliance to improve the overall customer experience & profitability of the café.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.
* Accurate stocktaking
* Managing stock levels
* Payroll & rota’s in line with sales & budgets
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| CAFÉ MANAGERTo OVERSEE ALL ASPECTS OF managing THE café. to lead and inspire the team. |

**accountable for….** LEADING YOUR TEAM * To encourage, motivate & nurture your café team.
* To ensure good methods of communications
* To be presentable, adhering to café dress code, enforcing the same for the team
* Support learning & enforce standards across the team
* Carry out check-ins, return to works, ROC’s & oversee relevant training (Coffee & Level 2 Hygiene)
* Arrive for all shifts on time and organised.
* Treat the team with respect.
* Create a warm and inviting atmosphere for customers, inspire team to do the same.
* Assist manager with maintaining a strong rota schedule and holiday planning/booking
* Have a positive ‘we can do this’ attitude.
* Delegate and share tasks with your team.

STANDARDS * Maintain high visual standards of counters & cafe to create a sense of pride, ensuing team do the same in your absence.
* Ensure all daily/weekly checklists are be completed & filed
* Ensure efficient ordering, receipt and management of stock, including accurate monthly stock takes.
* To oversee the cleanliness and hygiene of the café, fridges & café spaces.
* Take ownership & understanding of the profitability of your department
* To comply with all allergen laws & ensure all products are labeled & priced correctly
* Harness of culture of pride in our offering – ensure quality control of all products.
* Keeping all compliance up to date
* Maintaining Soil Association standards,

SUPPORTING THE MANAGER * To be flexible over 7 days trading. To support the needs of the growing business.
* To be able to open and close the shop & tills securely.
* Maintaining accident reports for team or customer incidents.
* To assist with recruitment of café team
* Confident to take leadership & make decisions in the managers absence
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