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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 | |  | | --- | | 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 |