

Job Description

Job Title: **Café Manager**

Job Purpose: To create a warm and welcoming environment for our customers, you will need to be polite and friendly. You will be responsible for making and serving food and drink whilst complying with all food handling and H&S policy and procedures, to ensure our customers are served the best quality products and are kept safe. We are looking for someone with experience, drive and enthusiasm to help us expand on our offering to ensure the café serves the local community, is tasty, efficient and profitable.

Duties:

- Front of counter delivery of food and drink to customers including the operation of bean to cup coffee machines.
- Processing sales transactions.
- Keeping the counter and storage areas clear, well-organised and easy to use.
- Keeping the café clean, tidy and welcoming, routinely clearing and cleaning tables in accordance with operational procedures.
- Ensuring an understanding is maintained about menus, offers and other operational information.
- Promoting and practising relevant health and safety, food hygiene and fire safety standards.
- Maintaining effective stock control, storage and rotation to minimise wastage.
- Compliance with all organisational policies and procedures, including those for cash and stock handling.
- Developing food and drink offering to keep fresh, seasonal, tasty and interesting to attract new customers ensure they keep coming back.
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Person Specification

Essential Skills and Experience:

- The capacity to work quickly while remaining welcoming and friendly to customers.
- The ability to politely deal with customers and the queries and concerns.
- Happy and able to work alone and as part of a team.
- Knowledge of health & safety and food hygiene legislation.
- Good IT, numeracy and literacy skills.
- A dynamic individual with a 'can do' positive attitude and approach.
- Demonstrates trust, openness and respect in dealing with staff and members of the public.
- Flexible approach to tasks and workload.
- Enthusiasm, energy, drive, innovative and entrepreneurial approach to making the most of the café business.
- Willingness to open, close and work alone. Weekend working will be required.

Highly Desirable:

- Qualification in hospitality/catering.
- Food hygiene qualifications.
- Up to date First Aid qualification.

Pay and Benefits:

We support the real living wage. Pay will be dependent on experience, with a profit related bonus. Additional benefits can be discussed at interview stage.