

dynamic earth enterprises ltd

job advert

CAFÉ SUPERVISOR

DAYS AND HOURS Full Time Permanent

SUMMARY

Reporting to the Cafe manager the Cafe Supervisor is responsible for implementing and maintaining a 5 star food and beverage service to visitors to the centre. Carrying out general cafe operations such as maintaining cleanliness, cash handling and staff supervision.

MAIN DUTIES

- Hands on with all day to day Cafe operations and hot / cold food service
- Ensure a high standard of customer care/interaction is maintained at all times and continually assess the customer experience within the Cafe
- Answer customer queries and deal with any comments/complaints effectively and efficiently
- Ensure all products are stocked and secured in the correct way
- Continually checking the cleanliness of the cafe service and seating areas
- Ensure attractive displays of food products on counter units and that beverage and condiment sections are replenished where required
- Liaise with the kitchen to ensure replenishment food stock is delivered in good time
- Ensure that any equipment faults are reported to the relevant department accordingly
- Create and display menus and price tariffs as and when required
- Ensure all staff are clean and presentable and wearing the appropriate uniform
- Organise, supervise and work alongside Cafe assistants
- Assist Cafe and F&B Managers in recruiting and training new staff
- Completion of weekly Cafe staff rota in conjunction with set budgets
- Organise relevant training sessions including customer care, health & safety, cash handling and service, together with maintaining training records for each member of the café team in conjunction with the Cafe Manager
- In addition to the duties and responsibilities listed, the job holder may be required to perform other duties assigned by their Head of Department which may be necessary from time to time to ensure the smooth running of the department

QUALIFICATIONS/EXPERIENCE

- Experience in working in a similar Cafe environment, use of barista style coffee machines and extensive cash handling, is essential,
- The ability to motivate and effectively supervise a team of staff
- Good communication skills (both verbal and written) and the ability to effectively handle customer complaints
- Ability to work on own initiative and take a proactive approach to all areas of work
- Experience of working within the leisure industry would be desirable

HOURS OF WORK

- Apr – Oct, must be available for work 5 days out of 7 on a rotational basis
- Nov - Mar, working Wednesday to Sunday

TO APPLY

Please apply with a covering letter and CV to murray.wight@dynamicearth.co.uk

Closing date Friday 26th May 2017

*Please note, due to an anticipation of high volumes of applicants, only successful candidates will be contacted for interview.