

CAFÉ MANAGER

Responsible to Food & Beverage Manager

RESPONSIBLE FOR Café supervisors, café food & beverage staff

JOB SUMMARY

The Cafe Manager will ensure that the day time guests receive a 5 star standard of food and beverage service. They will also be responsible for the control procedures in respect of cash handling, financial budgets and targets and all appropriate food hygiene controls. They will help to maintain growth and nurture the established café environment while supporting the dynamic earth ethos. You will be required to assume the role of Duty Manager from time to time and will be enrolled onto the Duty Managers rota.

MAIN DUTIES

- Taking a full hands on role in all café operations.
- To produce a weekly café rota, allowing for holiday planning and covering sickness, were appropriate.
- To order in all appropriate stock items, beverage and consumables. Ensure all stock is properly rotated and stored.
- Organising, managing and working alongside the food and beverage supervisor and assistants.
- Ensuring that a high standard of customer care is maintained at all times and continually assessing staff social skills. Ensure staff are maintaining Visit Scotland 5 star grading standards.
- Organising relevant training sessions including customer care, health & safety, cash handling, together with maintaining training records for each member of the café team.
- Ensure that products are stocked, rotated and secured in the correct way and ensure holding stock levels are adhered to.
- Checking all staff are clean and presentable and wearing the appropriate uniform in accordance with the staff handbook.
- Facilitate regular meetings with staff to provide an open forum for staff to discuss issues and new information.
- Continually checking the cleanliness of the cafe service areas and seating areas and maintaining appropriate records.
- Ensuring attractive displays of food products in the satellite counter units, and that beverage and condiment sections are replenished as needed.
- Ensuring that all H&S procedures are continually carried out. (to include food temperature checks and cleaning records).
- Liaise with the kitchen to ensure replenishment food stock is delivered in a good time. Keep food allergen book updated and communicate this to the team.
- Ensure that all equipment faults are reported using the correct method and appropriate fault log is completed and up to date.
- Display menus and price tariffs in the required format.
- Work along with the Head chef/Food & Beverage manager to create ongoing F&B offers. Schedule quarterly meetings to discuss future planning and menu/offers for the café.
- Have a financial understanding of café targets and budgets (staff wages, average spend targets and upselling) and effectively communicate this information to the café team.
- Liaise with the Food and Beverage Manager in respect to proactively recruiting and training staff. Be aware of high volume periods and the change from 5 days to 7 day operations and recruit appropriately. .
- Answer customer queries and dealing with customers comments effectively and efficiently.

- In addition to the duties and responsibilities listed, the job holder is required to perform other duties assigned by the Food & Beverage manager which may be necessary from time to time to ensure the smooth running of the department
- Attend operations and management meetings when required.

QUALIFICATIONS/EXPERIENCE

Must have at least 1 years previous café managerial experience in Food & Beverage environment or 2 years café supervisory experience. Must have a Food Hygiene certificate.

Working days 5 out of 7 including weekends, must have the ability to work on your own initiative and take a proactive approach to all areas of work.

Apply with a C.V. and covering letter stating why you think you are the best person for this job to Ian Cole Food and Beverage Manager, email; ian.cole@dynamicearth.co.uk