

# Café Supervisor

## Job Description

**Reports to:** Manager

**Location:** Heatherton Sports Park

**Contract Period:** To be decided

- **Salary** Minimum wage + (depending on experience & qualifications)
- **Working Hours** A range of contracted hours are available. Weekend and bank holiday work are standard working hours. Hours will be rostered by the Manager.

## Job Role

The Café Supervisors' role is to work alongside the other members of staff to successfully run the café and ensure customers' expectation of food and beverage and customer service are met. This may include any aspect of café operation including equipment, facilities, health and safety, customer-care, and administration. You will be required to work in a number of different on-site outlets. Eg. Café, BBQ, Shop to provide cover with and manage the other staff as required on a daily basis. The role will involve working with Heatherton's management team to achieve the best possible quality of food and beverage provision.

## Main Duties and Responsibilities

- To set and maintain, the highest standards of customer service in the café
- To provide cover with the other staff as required on a daily basis
- To take responsibility for the presentation of the food and beverages offered for sale and completion of admin duties
- To be responsible for the monitoring and control of stocks and wastage, undertaking stock takes at regular intervals with the assistance of the management team
- To work with the management team, on other projects as required
- To ensure good timekeeping and performance by staff, and to comply at all times with security procedures and uniform for staff as instructed

- To assist the Management team, to maintain the standards of hygiene and health and safety at all times and throughout all the catering operations

## **Health and Safety**

**At all times, and in accordance with company procedures and training:**

- Comply with all Health and Safety policy, measures and legislation
- Follow all Health and Safety policy, measures and legislation
- Ensure your own safety and those with whom you are working
- Ensure the safe operation of the café and use equipment in a safe manner
- Maintain the security of the café and equipment
- Assist with Risk Assessments and Method Statements where required
- Apply first aid when necessary appropriate to your skill level
- Report all safety matters to the Manager

## **Financial Management**

- Operate the till and take receipt of payments
- Ensure all cash, cheque and credit card transactions are completed according to company directives

## **Customer Service**

- Assist with customer enquiries & bookings
- Welcome customers and ensure their orders are processed efficiently
- Do everything within reason to minimise customer complaints and maximise customer satisfaction

## **Café Management**

- Ensure all administration, documentation, logs and records are compiled, updated and stored as per company procedures
- Remove litter from and maintain all areas in good, clean and serviceable order
- Notify the Manager of any site problems

# **Person Specification**

## **Café Supervisor**

### **Essential**

- 1. Must be punctual, with a professional outlook, able to work under own initiative without supervision**
- 2. Basic Food Hygiene Certificate**
- 3. Good customer service skills with drive and enthusiasm to achieve**
- 4. Excellent interpersonal and communication skills and high standard of personal hygiene and appearance**
- 5. Must be an enthusiastic team player and be able to work with other colleagues in a dynamic business**
- 6. High energy levels with cheerful disposition and the ability to work under pressure**

### **Desirable**

- 1. Previous catering experience**
- 2. Previous management experience**
- 3. Must be able to demonstrate attention to detail and follow company procedures**