



Job description: Coffee Shop Supervisor

Job title: Coffee Shop Supervisor

Responsible to: Alice Barsley Director

Location: Coffee Shop

Times/Hours: a base of 20 hours per week over 5 days including Saturdays

Pay rate £12.70 per hour.

Purpose

To provide the highest standards of food and service within the coffee shop, achieve the objectives and standards set by the company. To make the coffee shop a special place to visit for our customers.

Key accountabilities

Food and service

To create and serve imaginative food which is designed to exceed expectations.

To use fresh ingredients and cook 'little and often' during service.

To serve food, wherever possible plated, served in its own one portion dish/bowl, with the use of simple garnishes that are effective and relevant.

To be imaginative and innovative, ideas and innovations adapted to suit customer needs.

To manage the detail of front of house presentation.

Implementation of promotions and special days to enhance offering.

To adopt good food cost management techniques.

To lead and motivate the catering team, to instil a 'nothing is too much trouble' approach.

All staff to be trained so that multi tasking can be achieved to ensure the smooth running of the coffee shop to allow for a self covering unit where possible and for staff to experience other roles.

To constantly motivate staff, encouraging them to bring new ideas and look at new ways of completing tasks.

Timely managing of staff to ensure that tasks are completed in the allotted time to ensure efficient running of the café.

If any changes or substitutions to ingredients are made to the dishes prepared please ensure that all staff concerned are informed and menus must be amended to incorporate these changes

To market promotions within the café to stimulate sales.

To compile an annual promotions calendar, including seasonal and monthly promotions.

Administration and policy

To ensure legislative and company Health, Safety and Hygiene policies and practices are maintained.

To complete accurately and timely all reports relating to the handling and storage of food using company monitoring systems.

To complete weekly stock takes and generate accurate weekly and monthly reconciliation reports.

To complete all administration of the department, including all hygiene recording.

To train and develop the staff under your control.

To assist with recruitment when necessary.

To identify training and development needs through the review and appraisal systems.

To be willing to undertake any training to enhance the role as necessary.

Achieve and exceed agreed budgets.

To carry out customer satisfaction programmes.

To ensure all hygiene and cleaning procedures are adhered to.

To wear and use all Personal Protective Equipment provided.

To be responsible for ensuring staff wear and use any PPE provided.

To always wear the full correct company uniform in a clean and tidy fashion.

To undertake special projects as outlined by the Store Manager.

To develop good client relations and attend meetings if appropriate.

The overall function of this position involves the administering of all areas within the Coffee Shop to the highest standards possible in terms of the following criteria:

- Menu Planning;
- Menu Presentation;
- Food Preparation;
- Ensuring the predominant use of Fresh and Local Products;
- Imagination;
- Administration;
- Restaurant Merchandising;
- Hygiene, Health and Safety;
- Training;
- Customer Relations;
- Control and Security
- Food Preparation;
- Any other reasonable and appropriate duties that the company request.

I have read and fully understand my duties and agree to carry them out to the Company standards

Signed:

Print name:

Date:

Coffee Shop Supervisor