

THE PICKAQUOY CENTRE

POST OF CAFÉ SUPERVISOR

JOB DESCRIPTION

SALARY:	£18,285.54
NO. OF HOURS:	35hrs
DATE PREPARED:	February 2019
RESPONSIBLE TO:	Hospitality and Events Manager
RESPONSIBLE FOR:	Cafe Team

PRINCIPAL FUNCTIONS: Overview

Your role will be to act as an ambassador for The Pickaquoy Centre and as such you will be expected to be a dynamic member of the team who thrives in a fast paced and changing environment whilst providing outstanding levels of customer service in accordance with the Centre's Values.

You will be responsible for the day to day management and smooth operation of The Cafe, while ensuring Health and Safety standards and operational procedures are adhered to at all times. You will be expected to undertake all café front of house duties alongside kitchen duties in an efficient manner, in order to exceed customers' expectations. You must be confident to deal with a variety of customers ensuring you maximise sales.

As Café Supervisor you will handle customer feedback, any café issues and will act as the liaison between the café team and management. The Café Supervisor will oversee all functions of the café staff working with them.

Main Duties:

1. To provide outstanding levels of customer service in accordance with customer service standards and the Pickaquoy Centre Values whilst ensuring that all cafe staff meet this standard.
2. To prepare all café menu items using standard facility equipment ensuring quality and efficiency to achieve customer satisfaction.
3. To welcome all customer user groups and apply up to date knowledge of all products and services.
4. To resolve customer complaints.
5. To act as the liaison between Management & Café staff.
6. To assist / oversee in opening and closing duties, including completion of checklists.

7. To have the ability to encourage secondary spend sales and actively promote all services across the centres offerings.
8. To prepare customer orders to company specifications and take responsibility for quality of products prepared & served by the team.
9. Ability to accurately handle cash whilst working under pressure.
10. To be meticulous in your personal presentation.
11. To maintain the cleanliness of the café, to meet or exceed Environmental Health Department standards for cleanliness, food handling and sanitation.
12. To receive delivery of food stocks and supplies, verifying receipt of ordered items and to monitor stocks of ingredients and food items and assist with the preparation of the inventory supply orders.
13. To ensure all stocks are correctly labelled, stored and the rotation process is adhered to.
14. To regularly perform temperature checks of freezers / refrigerators and report any variances to management.
15. To properly maintain and use all equipment as per manufacturers and Pickaquoy specification.
16. To perform Weekly Café Maintenance Checks and reporting any issues within the café to Line Manager / Maintenance Team.
17. To provide assistance to other employees to contribute to the best overall operation of the café and be committed to training, mentoring and supporting all Line Management Personnel.
18. To assist in the recruitment and selection of personnel.
19. To action emergency procedures ensuring the safety of staff and public by following the emergency action plan.
20. To maintain up-to-date knowledge of relevant legislation, guidance and good practice relating to all areas of work.
21. To undertake other duties as the management team may require.
22. The post holder may be required to work at other departments / sites operated by The Pickaquoy Centre Trust.

PERSON SPECIFICATION

Attributes	Essential	Desirable
Professional / Educational Qualifications – <ul style="list-style-type: none"> • To hold a Food Hygiene Certificate • To hold World Host certificate 		✓ ✓
Relevant work / other experience – <ul style="list-style-type: none"> • To have experience of working in a restaurant or kitchen environment 	✓	
Skills and Abilities – <ul style="list-style-type: none"> • To have a good level of numeracy skills and experience of cash handling. • To be able to reach, bend and frequently lift up to 16kg • To be able to work in a standing position for long periods of time • To be able to see clearly (with or without glasses) to read, interpret and understand recipes, menus, food orders, delivery notes etc. 	✓ ✓ ✓ ✓	
Personal Qualities – <ul style="list-style-type: none"> • To have the ability and understanding to deliver outstanding customer service • To be able to communicate clearly with customers and colleagues whilst displaying an enthusiastic personality • To demonstrate ability and commitment to be an effective team member within a small, dynamic and innovative team 	✓ ✓ ✓	
Additional Job Requirements – <ul style="list-style-type: none"> • To be available to work on a rota system which will include early mornings, late finishes and weekends 	✓	