



POST OF CAFÉ SUPERVISOR

JOB DESCRIPTION

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| SALARY: | £23,878 Per Year £13.12 Per Hour |
| NO. OF HOURS: | 35 hours per week (part time applications for this role will be considered). |
| DATE PREPARED: | May 2024 |
| RESPONSIBLE TO: | Café 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.

The Café Supervisor will be responsible for the day-to-day supervision and smooth operation of The Café. You will oversee all duties of the café FOH and Kitchen teams, working with them to deliver excellence in all areas and exceed customer expectations. You will deputise for the Café Manager, providing cover during periods of leave.

You will be expected to efficiently undertake café duties as needed, which include front of house and kitchen duties, ensuring Health and Safety standards and operational procedures are always adhered to, leading by example.

You must be confident to deal with a variety of customers and encourage the team to share product knowledge to maximise sales. You will confidently deal with customer feedback and any operational café issues and will act as the liaison between the café team and management.

Main Duties:

1. Apply outstanding levels of customer service and provide supervision which actively ensures that the whole cafe team meet this standard.
2. Participate in both Kitchen and Front of House duties, dividing time between both areas as required by The Café Manager. Provide supervision and assistance to other members of the café team, contributing to the best possible overall operation of the café.
3. Assist in preparing all café menu items using standard facility equipment and maintain and use all equipment as per manufacturer and Pickaquoy specification.
4. Oversee that the quality of products prepared is to company specification, and the product and service provided delivers and maintains high levels of customer satisfaction.
5. Welcome all customer user groups and apply up to date knowledge of all products and services to encourage secondary spend sales.
6. Manage customer feedback and resolve customer complaints.
7. Act as the liaison between Management & Café staff.
8. Assist in the management of departmental working times against rosters and provide operational administrative support as required.
9. Assist / oversee in opening and closing duties, including completion of checklists.
10. Accurately handle cash whilst working under pressure and oversee or carry out the daily cash-up process.
11. Oversee and ensure the Café meets Environmental Health and internal standards for cleanliness, food handling and sanitation, and ensure that all tasks are always undertaken in respect of Health and Safety requirements.
12. Receive delivery of food stocks and supplies, verifying receipt of ordered items. Monitor stocks of ingredients and food items, and assist with the preparation of the inventory supply orders.
13. Ensure stocks are correctly labelled and stored and that the rotation process is adhered to.
14. Regularly conduct temperature checks of freezers / refrigerators and report variances to management.
15. Perform Weekly Café Maintenance Checks and report any issues to The Café Manager / Maintenance Team.
16. Assist with emergency procedures ensuring the safety of staff and public.
17. Maintain up-to-date knowledge of relevant legislation, guidance and good practice relating to all areas of work.
18. Undertake other duties as required by the management team.
19. Be meticulous in your personal presentation.
20. 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 a recognised qualification in Hospitality or Catering. | | ✓ ✓ |
| Relevant work / other experience – <ul style="list-style-type: none"> • Experience of working in a hospitality, restaurant, or kitchen environment • Previous Supervisory experience in a customer facing role. • Experience of cooking and/or baking in a hospitality or catering environment | ✓ | ✓ ✓ |
| Skills and Abilities – <ul style="list-style-type: none"> • Hold a good level of numeracy skills and have experience of cash handling. • Be able to reach, bend and frequently lift up to 16kg. • Be able to read, interpret and understand recipes, menus, food orders, delivery notes etc. | ✓ ✓ ✓ | |
| Personal Qualities – <ul style="list-style-type: none"> • Have excellent communication skills and the ability to build relationships with customers and staff. • Be highly organised with an ability to prioritise workload, work unsupervised, and meet deadlines. • Demonstrate enthusiasm, inspiring other team members to operate at their best. • Commitment to being an effective team member and supervisor, within a small, dynamic, and innovative team. | ✓ ✓ ✓ ✓ | |
| Additional Job Requirements – <ul style="list-style-type: none"> • Be available to work on a rota system which will include weekends (Saturday and/or Sunday). | ✓ | |