

Thorpeness Cafe Manager

RESPONSIBLE TO: Proprietors

HOURS OF WORK: As required over 5 days

APPEARANCE: To be dressed in a smart and professional manner.

DUTIES AND RESPONSIBILITIES

To maintain a high professional standard of performance at all times, to ensure the highest standards of quality, service and customer care are maintained in the Cafe and Outside areas. Customer needs should be anticipated whenever possible to enhance the quality of service and ultimately their satisfaction.

1. To be fully aware of the requirements and restrictions of all liquor licensing legislation and the Cafe's Entertainment's Licence. To ensure that all staff work within these laws.
2. To ensure the Cafe & Outside areas are kept to a hygienic standard of cleanliness and tidiness, together with the hygienic handling of all food to ensure food safety.
3. Have overall responsibility for planning, organising and control of the day-to-day operation of the business.
4. Supervise the work of the team, allocating special duties and responsibilities.
5. To ensure equipment is maintained and that it remains in effective working order, ensuring correct storage to minimise damage to any piece of equipment.
6. Attend any meeting as requested by Proprietors and chair the quarterly staff meeting taking minutes
7. To ensure the Cafe operate a handover diary to ensure the smooth running of the department.
8. To ensure the business, its fixtures, fittings and equipment are all maintained in perfect working order and report or rectify if faulty or broken with the appropriate team
9. To be responsible for the safe and secure control of the liquor stock, crockery, glassware, cutlery, foodstuffs and Cafe sundries.

STAFFING

1. When a staff vacancy occurs, or anticipated implement the recruitment procedure.
2. To ensure good induction to the Department for all staff members, in accordance with the departmental induction check list.
3. To oversee the training of new staff as well as ongoing training for existing staff, with attention to food safety.
4. To set measurable objectives for subordinates and monitor.
5. To take an active role as a team member, welcoming new members of staff, assisting with the training and participating fully in all ongoing training initiatives.
6. Maintain staff discipline and grievance procedures in accordance with company guidelines keeping records of problems where appropriate.
7. Be aware of implications of relevant employment legislation, equal opportunities, sex discrimination and race discrimination etc.
8. To develop a well-motivated team and recognise any lack of team spirit and ensure that remedial action is taken.

TRAINING

1. To evaluate standards achieved and identify the need to training, ensuring appropriate action is taken where required
2. To carry out annual appraisals with all your team in April and communicate all training requirements to Proprietors.
3. Your work will be assessed throughout your employment as and when deemed necessary, with regular six monthly appraisals being evaluated and recorded.
4. To attend Training courses as required.

HEALTH AND SAFETY

1. To ensure that the Company Health & Safety procedures are implemented within the department.
2. To be aware of all legislation that is relevant to your work and ensure that all legal requirements are met, including: licensing, Health and Safety at Work, COSHH, Environmental Health, Fire Precautions, Manual Handling and any others.
3. To liaise with Claire Marshall – Proprietor on any H&S matter should you see fit to do so
4. Ensure the "Big 14" is updated in line with the Menu changes and that ALL staff are aware of this legal requirement

MARKETING AND SALES

1. Promote by personal example, give clear instructions and maintain good Customer relations.
2. Monitor and be constantly aware of competitors operations.
3. Use Social Media to create constant awareness of our brand and business
4. Be aware and capitalise on the events in the local area and how we can increase revenue
5. Always show our brand in a professional manner
6. Use Facebook, Instagram and Twitter to promote the business at least 3 times per week and delegate to other Senior team members in your absence.yumm,,

FINANCIAL

1. To ensure that all the costs are maintained within budget and provide where necessary proposals for corrective action.
2. To prepare staff rotas in line with forecasted business ensuring that the budgeted wage percentage is achieved.
3. Order supplies to maintain stock levels appropriate to business demands. All paperwork to be correctly recorded.
4. To control purchasing liquor, ensuring that the agreed stock control measures are carried out at all times.
5. Control all operating expenses within the area in line with budgeted GP%.