



JOB DESCRIPTION – CAFÉ MANAGER

Role outline

Square Roots has a fantastic permanent opportunity for a highly motivated, enthusiastic, reliable person looking for an exciting and challenging role. The candidate must have experience in the food service/hospitality business and have proven themselves successful in a management/supervisory capacity.

You'll have total responsibility for the day-to-day running of the café – ensuring it is the best it can be. The emphasis is on ensuring that efficient, professional and friendly customer service is delivered at all times to create a memorable experience on every occasion. Upselling, attention to detail, training and motivating the team are all part of this role, together with rosters and the administration involved in running a cafe whilst ensuring that the brand values and standards are delivered and profitability achieved.

You will very much have a hands-on role and will be required to perform all the normal front of house tasks alongside the waiting staff and barista team.

Salary: £20,000 - £24,000 dependent on experience. Performance bonus will also be available once the business is established.

Hours: 40 hours/week

Roles and Responsibilities

Service

- All Square Roots team members are commitment to providing a legendary customer experience
- Greet all customers with fast, friendly, personalised service and develops a rapport with customers by learning their names, favorite drinks and food items
- Welcome customers and determines their coffee interests and needs
- Distribute menus and takes orders for food and drink
- Giving advice on menu choice as required
- Ensure tables are kept clean and tidy, clears dirty dishes
- Verbally receives and calls back customer orders in an efficient friendly manner
- Clearing tables, serving food (all front of house jobs are shared by the team)
- Operating the cash register efficiently and accurately
- Proficiently prepares and sells coffee drinks by following prescribed recipes and preparation techniques
- Accurately rings sales orders into cash register and counts back change to customers in a courteous and friendly manner
- Answer telephone in a courteous and friendly manner including but not limited to giving store greeting, directions to store location, receiving and fulfilling customer orders
- Answer customer questions regarding coffee blends, preparation, etc., in a courteous and friendly manner
- Sells and serves baked goods and miscellaneous food items to customers



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- Respond proactively to prevent customer service situations
- Providing leadership which utilises the full potential of the team

Value

- Enhance coffee shop reputation by accepting ownership for accomplishing new and different requests; exploring opportunities to add value to job accomplishments.
- Participate in all sales promotions effectively and efficiently
- Work with the Owner to grow sales
- Regular updates of Square Roots social media
- Actively contributes to new marketing initiatives
- Monitor sales targets and analyses weekly profit and loss
- Anticipating potential problems and business opportunities
- Responsible for controlling wastage and understands the need for portion control

Quality

- Ensure health, hygiene and safety policies are adhered to at all times
- Ensure all team members are working according to the Company's core values and that the Company's Ground Rules are observed at all times.
- Maintain inventories by replenishing coffee bean supply; stocking coffee brewing equipment; maintaining supplies, pastries, and cookies for coffee bar
- Learn in detail our full product offering including food and drink.
- Keep equipment operating by following operating procedures; troubleshooting breakdowns; maintaining supplies; performing preventive maintenance; informing the Owner of any issues
- Maintaining and suggesting improvements to the appearance of the store and coffee bar
- Inform the Owner of any operational inconsistencies
- Maintain a high level of motivation to ensure quality and consistent product
- Pass monthly re-certifications, in a timely manner
- Ordering supplies

Care

- Checking in with customers to ensure everything is going well
- Restock shelves when necessary
- Routinely cleans the bar area, floor, windows and grinders, and takes out trash, etc.
- Report potential safety hazards to the Owner
- Report all employee accidents and safety hazards immediately to the Owner
- Ensure the toilet facilities are constantly kept clean to acceptable standards. This also applies to the rest of the café; a cleaning rota will be established
- Perform staff training and yearly appraisals

Requirements / Qualifications

- Personable, reliable, inspirational, driven and enthusiastic by nature
- An ability to quickly absorb new skills



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- Computer literate
- Smart appearance – uniform will be provided
- High standards of personal hygiene
- Ability to work under pressure in a busy environment
- Must have previous experience within the food service/hospitality business
- Previous experience in a management/supervisory role will be a major advantage
- Previous experience in supervising staff in a catering environment, dealing with stock control and ordering food provisions
- Excellent listening & verbal communication skills
- Customer focused with a passion for offering outstanding customer service
- Friendly personality; a people person
- Great work ethic and an even greater smile!
- Action oriented
- Highly organised
- Perpetuates company philosophy and culture
- Maintains and observes the Company's Ground Rules at all times
- Works according to the Company's core values

Above all, you have to share our passion for achieving amazing things – for our customers, colleagues and ourselves.

Like us, you'll put the customer first, always. Also like us, you'll be happy embracing all kinds of change. Being a new business, things will move fast in the early days. We will need to learn quickly and adapt to the needs of our customers – you have to have the resilience and adaptability to keep moving forward with them.

It's exciting times on the road ahead - come and join the journey. We will make us the default café of choice whilst creating a fun, dynamic, friendly environment to work.

Apply

Like what you see? Email info@squarerootscafe.co.uk with the subject heading 'Café Manager Job Application' stating your name and address to request an application form.