



POSITION DESCRIPTION

<b>Position Title:</b>	Café Manager	<b>Date:</b>	January 2021
<b>Location:</b>	324 Bridge Road Richmond Victoria 3121	<b>Reports to:</b>	Venue Manager / Owner
<b>No. of Direct Reports:</b>	8	<b>Prepared by:</b>	Gary Peck – Venue & Operations

<b>Position Purpose</b>
<p>Why does this role exist and what is the relevance of the role? How does this role contribute to the Business?</p> <p>As the Cafe Manager you will directly oversee the daily operations of the café, takeaway and coffee aspects of the business. You will work hand in hand with the Deli Manager and Head Chef to ensure cohesion between all departments within the business.</p> <p>You will take full responsibility for the people, performance, products and processes within these areas to ensure the best outcomes for the customers, business and staff.</p> <p>You will also be responsible for communicating the vision, direction and goals while championing change and encompassing all forms of positive culture and Laikon Deli's values.</p>

**Key Accountabilities**

Primary responsibilities for this position

*Service*

- *High quality service provided to all clients while following the SOS*
- *Regular customers are recognised and individual requirements catered for*
- *Staff managed during service with clear communication and directives*
- *Staff aware of expectation of sales and consistent approach towards selling*
- *Constant revision and updating of standard procedures of service*
- *Brand and style of service of the café and deli is preserved and nurtured*
- *All floor staff are present, well presented, fully briefed and informed of all necessary information directly related to that service*
- *Any food item that is not up to the standards set, does not pass to the customer, and that the Head Chef is informed immediately*
- *Manager on duty to be the main point of contact between wait staff and kitchen*
- *Follow up customer complaints immediately if possible or within 24 hours*
- *Provide a team environment that allows the Laikon culture of excellent service standards to occur*
- *Staff provide clients options for on selling items such as; small dishes to share, sides, 2nd and 3rd drinks, wine.*
- *Provide opportunities for clients to increase their spend through deli suggestions*
- *Cultivate and maintain regular clients through developing rapport; providing excellent personalised service*

*Accountability*

- *Provide rosters one week in advance, in accordance with wage percentage and staff availability for review*
- *Rosters managed to ensure it reflects projected revenue and adjust as necessary*
- *Provide information to management regarding forecasting of new position requirements*
- *Maintain cash draw and change floats, topping up when required*
- *Aim to continually improve spend per head*

*Communication*

- *Provide strong communication tools for team such as: training docs and WhatsApp updates*
- *Strong Management leadership presenting a clear and cohesive unit to the rest of the team*
- *Provide the opportunity for feedback from staff*
- *Facilitate change with team through clear and effective management of the change process.*
- *Ensure immediate discussion and resolution of issues arising from service*
- *Be the main conduit for communication between FOH and kitchen*
- *Develop strong relations with whole of the kitchen team, displaying mutual respect*
- *Work with Head Chef in terms of tasting notes for staff when new menu items are put up*
- *Provide positive client and personal feedback on dishes to kitchen team*
- *Any issue or concerns with dishes to be communicated directly to Head Chef*
- *Contribute to the management meeting agenda items*

- *Implement actions required from management meetings*
- *Ensure Daily report is completed correctly*

#### *Staff Management*

- *Develop an environment of trust and cooperation while Implementing strategies required to develop team ethics and spirit*
- *Implement systems which encourage attainment of our business goal of a unique and outstanding experience*
- *Work closely with management team to bring about a clear understanding for all teams and individuals as to the experience we are creating for our clients*
- *Updated training documentation as required*
- *Ongoing training for new features and products*
- *Oversee/participate in the training of new staff*
- *Update training record when training is completed*
- *Provide feedback to Management on staff development*
- *Provide staff with appraisals, offering feedback, areas of strength and areas requiring development*
- *Provide all staff with the opportunity to give feedback to Manager*
- *Develop action plans arising out of appraisals and oversee implementation*
- *Monitor staff morale closely*
- *Ensure that any disciplinary measures needed are done professionally and in a timely manner*

#### *Resource Management*

- *New POS Products and System maintenance*
- *Oversee repairs and maintenance requirements*
- *Action any OH&S issues ASAP as you have been made aware of them*
- *Ensure beverage is restocked and rotated and low levels reported*
- *Ensure all beverage storage areas are maintained, cleaned, and stored correctly*
- *Ensure wine prices are up to date and all information is correct*
- *Ensure wastage is recorded correctly*
- *All low levels to be reported to management*
- *Keep safes locked at all times except when accessing*
- *Arm electronic security system whenever locking up*
- *Never leave cash in view*
- *Ensure only authorised access to the office*
- *Correct opening /closing procedures adhered to*

**Performance Measurement**

The below tools/indicators are used for performance measurement based on key responsibilities as set out above:

**Performance Measurement**

- Observations by management, based on responsibilities as described
- Sales data
- Customer feedback
- Online reviews
- Appearance of dining room
- Staff morale
- Profitability of business
- Wage cost data
- Kitchen feedback
- Communications

**Performance Feedback**

- Yearly appraisals
- Individual discussions with managers
- Written warnings

**Other**

Below are additional items:

**Hours of Work**

- Available for work Monday to Sunday and as advised by roster
- Able to work until at least 2am if required

**Including but not limited to**

- This Position Description is including but not limited to the jobs, requirements and expectations set out for this position. You may be required, from time to time to undertake other tasks which will be discussed and agreed upon with yourself and management

**Special requirements/tools/equipment/clothing:**

- Professional Manner
- Laikon Deli uniform
- Pens, pads, wine knife