

MUDCHUTE CAFÉ MANAGER JOB DESCRIPTION

Purpose of the Job:

The Cafe Manager will organise daily operations, motivate staff to provide excellent customer service, increase profitability, boost customer engagement and turn our cafe into a favourite community hub.

The Cafe Manager will be responsible for;

- Overseeing daily operations of the cafe
- Manage staffing to include, recruitment, training and supervision
- Coordinate with vendors and order supplies, as needed
- Maintain updated records of daily, weekly and monthly revenues and expenses
- Add new menu items based on seasonality and customers' preferences
- Advise staff on the best ways to resolve issues with clients and deliver excellent customer service
- Ensure all cafe areas and equipment are clean, tidy and complying with environmental standards
- Nurture friendly relationships with customers to increase loyalty and boost our reputation in the local community

Requirements and skills:

- Experience working in the food or hospitality industry. Managerial experience preferred
- Work experience as a Cafe Manager or similar role
- Good mathematical / accounting skills
- Availability to work within opening hours (including weekends and holidays)
- Excellent communication skills with the ability to manage and motivate a team
- A Level 3 Food and Hygiene qualification and be aware of all regulations covering food health and safety
- Proven management skills with exemplary organisational, time management, and communication skills
- Ability to communicate with a wide range of customers of all ages and abilities.