

Café Manager Vacancy

Job description

Café Manager Job Description

We're recruiting for a full time Cafe Manager to help our Garden Centre Café to continue to grow and succeed.

Whether you want a delicious breakfast or freshly brewed coffee and a slice of cake, our local Garden Centre Cafe is proud to serve hundreds of people daily. Our Cafe Manager will lead and encourage colleagues to always put the customer first and deliver outstanding customer service.

Reporting to the Garden Centre Manager you will also:

- Ensure that the cafe staff are organised and ready to serve customers daily.
- Manage and ensure excellence of customer service is achieved throughout the café.
- Excellent standards of food and housekeeping are maintained in accordance with company guidelines.
- Deliver training to ensure the cafe team have the capability and confidence to deliver their role
- Understand the business plan and actively participate in delivering its goals
- Appropriately plan and utilise resources to achieve targets
- Listen and respond to our customers feedback and react accordingly, resolving customer complaints regarding food quality and customer service.
- Be proactive rather than reactive
- Be responsible for training and supervising café staff.
- Work alongside of supervisors to efficiently manage people routines, taking accountability of daily planning, staff performance and ensure complete adherence to all food hygiene practices
- Work with the other managers within the Garden Centre to achieve the Garden Centre's goals and objects
- Take inventory of café supplies and ordering new stock as needed.
- Ensure that all café expenses are within budget and identifying ways to decrease operational costs.
- Suggest new menu items based on customers' preferences and feedback.
- Order and receive delivered café supplies and verify that the correct items and quantities have been order/delivered.
- Stock control
- Identify strategies to retain and attract customers.

Café Manager Requirements:

- Proven management experience in the hospitality industry
- Food Hygiene Certificate
- Sound knowledge of food health and safety regulations.
- Strong business acumen.
- Excellent management, organisational and time management skills.
- Effective communication skills.
- Exceptional customer service skills.
- Problem Solver

Job Type: Full-time

Salary: From £28,500.00 per year

Benefits:

- Discounted or free food
- Employee discount
- On-site parking

Schedule:

- 8 hour shift
- Weekend availability

Experience:

- Customer Service: 2 years (required)
- Management: 2 years (required)

Work authorisation:

- United Kingdom (required)

Ability to Relocate:

- Mark Cross TN6 3PJ: Relocate before starting work (required)