



### **Job Role: Cafe Manager**

**Location: Indiranagar, Koramangala, Jayanagar, Agara, Whitefield  
Bengaluru, IN**

### **About HumbleBean Hospitality Private Limited**

The Cafe Manager is part of the HumbleBean Hospitality Private Limited. This role includes working on 2 different formats for the company – HumbleBean Coffee and FAST Coffee.

#### **Purpose and Scope of position:**

- Learn and be equipped with the HumbleBean Hospitality Customer Service Standard
- To create an experience by providing customers with prompt service, quality beverages and products, and maintaining a clean and comfortable store environment.
- Cafe Manager is responsible for modelling and acting in accordance with HumbleBean Hospitality vision, culture and values.
- To be able to communicate effectively, manage and delegate roles to junior positions.
- Assisting the Area Manager in executing store operations during scheduled shifts.

#### **Basic Qualification:**

- Minimum educational qualification: 12th/ Diploma + (ideally, IHM student or hotel management graduate)
- Minimum of 2 years of experience of handling a team
- Ability to communicate in English
- Computer Knowledge and POS Operations
- Valid Aadhar Card

### Competencies:

- Achieving Results
- Helping Others Succeed
- Living Our Mission And Values
- Winning With Integrity
- Making Every Customer Feel Special
- Working Together

### Roles & Responsibilities:

Responsibilities and essential job functions include but are not limited to the following -

- Completes store operational requirements by scheduling and assigning staff; following up on work results.
- Identifies current and future customer requirements by establishing rapport with customers and other staff who are in a position to understand service requirements.
- Maintains and models a calm demeanour during periods of high volume or unusual events. Continues to keep the store operating to standard and sets a positive example for the shift team.
- Exhibits a willingness and desire to share coffee knowledge and stories with others.
- Displays a 'customer first' attitude by training and holding staff accountable for delivering exceptional customer service.
- Solicits feedback from the customers
- Supervisory Responsibilities:
  - Interviewing & training partners, planning, assigning and directing work
  - Regular interaction/ review with the team
  - Encourage team to take independent decisions
  - Conduct goal setting
  - Developing strategic and operational plans for the work group, managing execution and measuring results
  - Review performance to achieve organizational goals
  - Gather & evaluate employees performance
  - Appraising performance
  - Addressing complaints and resolving problems.
  - Coaching, counselling, and disciplining
  - Ensures staff adhere to legal and operational compliance requirements
- Drives coffee conversations within the team and creates a culture of coffee appreciation.
- Achieves financial objectives based on the annual budget; scheduling expenditures; analyzing variances; initiating corrective actions.

- Manage store revenue, including cash handling, deposit reconciliation and delivery of deposits to banks.
- Ensures availability of merchandise and services by maintaining inventories.
- Maintains the stability and reputation of the store by complying with legal requirements.
- Analyses sales figures and forecasting future sales volumes to maximise profits.
- Manages and motivates the team to increase sales and ensure efficiency.
- Manages stock levels and makes key decisions about stock control.
- Ensures standards for quality, customer service and health and safety are met
- Makes timely yet thoughtful decisions even when information is incomplete; considers multiple options/ alternatives before committing to a course of action.
- Maintains awareness of market trends in the retail industry, understanding forthcoming customer initiatives and monitoring what local competitors are doing.
- Conducts regular store meetings.
- Accountable to improve and increase store performance for the growth of the organisation.

#### Key Skills & Responsibilities:

- Positive attitude
- Leadership qualities
- Ability to problem solve
- Team player
- Attention to detail
- Customer focused