



Shift Manager/Supervisor

You're a leader who cares passionately about creating a positive place for our customers + our teams. you're passionate about food, coffee + service, taking pride in talking about + serving our artisan delights to our customers, whether first timers or lifelong Flour Pot fans. you have exceptional product knowledge, who uses this to lead, engage + inspire your team. you're always looking for opportunities to drive the performance of the restaurant and contribute to amazing results.

Your team matters to you, so you train, support + develop others to help them be the best they can be, ultimately supporting a strong talent pipeline, all the while maintaining high standards. you confidently own your shifts, spreading positivity from open to close.

Our people

What brilliant looks like

- During your shifts, you create a positive environment where people feel cared for and can be their best
- You support your team to create a brilliant welcome, induction + training experience for new starters
- You support with recruitment activities, where required
- You help spot, nurture + develop talent within the team, using the tools available
- You support great communication, through brilliant team briefs + shift handovers, reading + responding to emails during your shift
- You practice coaching on the go' + confidently give feedback to the team
- You effectively delegate tasks + activities to the team on shift
- You ensure the team on shift are fully compliant with our staff uniform policy
- You proactively manage barista performance & communicate this upwards
- You recognise high performance a celebrate success
- You behave with your team in a polite, professional and honest way

We measure success through

- Team turnover
- Appraisals
- People picture | succession plan
- Engagement surveys
- I2I's



- Training compliance

Our customers

What brilliant looks like

- You create an environment, on shift, where all customers are valued and feel cared for, they receive outstanding levels of service + leave excited at the prospect of returning
- You ensure our service 'must dos' are always met
- You plan your shifts effectively, making adjustments throughout to ensure a great customer experience
- You deal effectively with customer feedback, in the moment, communicating this to the right people whether resolved personally or with assistance from your manager
- You have confidence to offer recommendations to customers and can suggestively sell
- You identify customers with allergies and have confidence when dealing with such

Our products

What brilliant looks like

- You know exactly how our products should look + taste and use this knowledge to ensure only perfect products leave our shop
- You'll develop in depth product knowledge, follow the specs of our all our products & ensure your team follow suit
- You share your passion + knowledge of The Flour Pot, bakery + production techniques with the team
- You have an in depth understanding and passion for the high-end coffee world, with practical know how around an espresso machine + instil this in your team
- Alongside your senior management team, you ensure that all the team are fully trained on all products, including any seasonal menu launches & our very roasted own coffee
- You ensure excellent food quality, safety + hygiene and allergen practices are followed on your shifts

We measure success through

- Customer feedback
- Compliance audits
- CP control
- Wastage controls



Our money

What brilliant looks like

- You understand the importance of growing sales + actively drive this on your shift
- You work towards commercial targets set by your general manager
- You have an awareness of the business finances and are building your commercial knowledge
- You understand the controllable costs that impact the business + work to manage these effectively
- You participate in local marketing activities and help to identify potential sales opportunities
- You have confidence in dealing and resolving any system issues and notifying the appropriate people

- You are responsible + adhere to cash handling & cash management protocol outlined in our company policies during your shift

We measure success through

- P&L review
- Weekly finance business reviews (flash), cash handling forms

Our places

What brilliant looks like

- You ensure the shop is always a place that is welcoming and inviting to our customers + our team, on your shifts
- You make sure all Flour Pot food safety and health + safety standards are met throughout your shift
- You create a great ambience within the shop, appropriate to the time of day + week
- You ensure your shop + product displays are kept clean & adhere to Flour Pot standards throughout your shifts. This goes for inside our stores and outside as importantly - never forget that first impression really counts
- You solve any minor maintenance issues on shift, escalating any bigger issues upwards, always ensuring these are followed-up on

We measure success through



- Customer feedback
- EHO visit
- Shopkeeping audit
- I2I's chats