

# Job Description: Café Manager

Function:	Food & Beverage
Job:	N/A
Position:	Café Manager
Job holder:	
Immediate manager (N+1 Job title and name):	General Manager
Additional reporting line to:	N/A
Position location:	Royal Air Force Museum

## 1. Purpose of the Job – State concisely the aim of the job.

- To ensure the effective operation of Café's on site and support where necessary through the provision of team management and service delivery

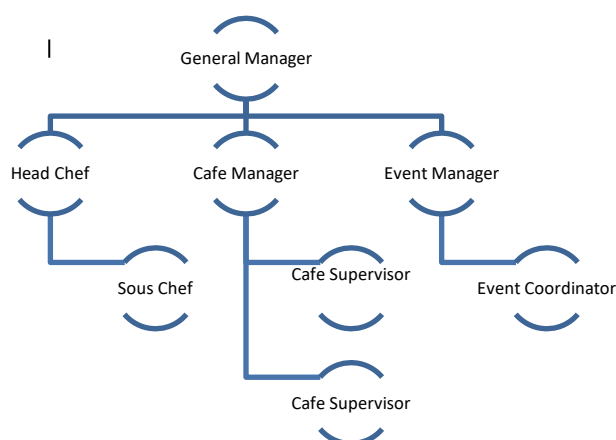
## 2. Dimensions – Point out the main figures / indicators to give some insight on the "volumes" managed by the position and/or the activity of the Department.

### Revenue FY13:

€tbc

Revenue FY13:	€tbc	EBIT growth:	tbc	Growth type: n/a	Outsourcing rate:	n/a	Region	Workforce	tbc
Characteristics	Add point	EBIT margin:	tbc		Outsourcing growth rate:	n/a	HR in Region		tbc
		Net income growth:	tbc						
		Cash conversion:	tbc						

## 3. Organisation chart – Indicate schematically the position of the job within the organisation. It is sufficient to indicate one hierarchical level above (including possible functional boss) and, if applicable, one below the position. In the horizontal direction, the other jobs reporting to the same superior should be indicated.



**5. Main assignments** – Indicate the main activities / duties to be conducted in the job.

- Cafe, FOH and all guests are kept clean and tidy at all times
- The FOH function is operated in line with standard staff to guest ratios
- Site is properly closed down and secured daily
- Proactively source daily café information
- Service levels are improved and maintained
- Stock is effectively controlled
- Guests receive a consistent high level of customer service
- Guests receive an appropriate level of check backs
- Documented daily operational briefings are conducted incorporating food allergies.
- All departmental administration is completed accurately as required
- Staff performance is effectively managed
- Departmental uniform and personal presentation standards are met at all times
- Function processes and procedures are strengthened and formalised
- Formal staff training is planned, conducted and recorded
- Weekly rota is created, and time target completed daily
- Health and Safety and Food Safety standards are always met, and due diligence completed and filed weekly
- Assigned Health and Safety and Food Safety items are completed in a timely manner
- Daily banking is completed
- Ordering is kept at stock par levels and store rooms are maintained and managed

**6. Accountabilities** – Give the 3 to 5 key outputs of the position vis-à-vis the organization; they should focus on end results, not duties or activities.

- Manage standards and quality across all areas of the cafés and front of house operation
- Assists the management team in the development of the RAF café product and standards of service.
- Ensure that the café operates to the highest standards at all times
- Ensure that the FOH set and close-down procedures are followed on a daily basis
- Ensure that the quality of the cafe set up and preparation for service meets the required standard
- Carry out monthly liquor and food stock takes
- Attend Operations meetings as required to obtain all relevant forthcoming information
- Assist with the building of a Standards of Procedure Manual ensuring it is kept up to date
- Effectively manage the Front of House Service team
- Manage daily takings
- Ensure all daily departmental procedures are followed
- Effectively manage employee relations
- Receive and act upon all customer and client feedback
- Ensure that all accountable staff are adequately trained and skilled to the required level
- Prepare and manage the restaurant rota, ensuring that all shifts are covered in line with business objectives
- Deputise in the absence of the General Manager
- Ensure effective management of light equipment and stock control
- Receive and act upon all guest feedback.
- Adhere to company credit, cash and purchasing policies at all times
- Ensure all departmental administration is completed including daily reporting
- Conduct staff performance appraisals
- Ensure that all casual agency staff have received health and safety and team briefing before their shift
- Comply with all Company policies, procedures and statutory regulations, including human resources, health and safety, safe working practices, hygiene, cleanliness, fire and COSHH
- Ensure all required health & safety records and procedures are adhered to at all times, including stock rotation and temperature records

- Ensure all quality control measures and hygiene systems are achieved at all times

## 7. Person Specification – Indicate the skills, knowledge and experience that the job holder should require to conduct the role effectively

### Essential:

- At least 2 years' experience at café management level within a high-volume restaurant/cafe environment
- Able to communicate effectively through written form of communication
- Excellent spoken English
- Strong organisational skills
- Strong leadership skills
- Cash handling experience
- High standards of personal presentation
- Foundation certificate in Food Safety and Health & Safety

### Desirable:

- Basic IT skills
- Personal Licence
- Good level of food and wine knowledge
- Coaching skills
- Training techniques
- Good awareness of industry standards

## 8. Competencies – Indicate which of the Sodexo core competencies and any professional competencies that the role requires

▪ Growth, Client & Customer Satisfaction / Quality of Services provided	▪ Leadership & People Management
▪ Rigorous management of results	▪ Innovation and Change
▪ Brand Notoriety	▪ Business Consulting
▪ Commercial Awareness	▪ HR Service Delivery
▪ Employee Engagement	
▪ Learning & Development	

## 9. Management Approval – To be completed by document owner

Version		Date	
Signed			