

## **Assistant Cafe Manager Position Description**

The Assistant Cafe Manager is responsible for supporting the Cafe Manager in ensuring smooth day-to-day operations of the cafe during your shift. This is an autonomous role where you are expected to consistently set & enforce a high standard of customer care. To excel in the role you will need to have a passion for coffee, customer service and growing a community.

### **Position Details**

Award: Fast Food Industry Award 2010

Level: Above Level 3 With Supervisor

Mode: Full Time (or close to)

### **Primary Relationships**

- Customers
- Coffee Crafters
- Assistant Cafe Managers
- Retail Beans Manager

Reports To:

- Cafe Manager
- Executive Director

### **Key Attributes**

- Strong ability to communicate & build relationships with customers, staff & suppliers alike
- Ability to lead and direct others with a collaborative style
- Ability to multitask between operational/administrative duties and performing

- service tasks as required
- Is Caring, Fun, Unique and has Integrity embodying the Venn values

## **Key Tasks**

### ***Ordering & Stock Control***

Ensure all orders are placed with relevant suppliers in the required timeframes via the appropriate ordering channel.

Generate purchase orders for all new orders (excluding suppliers where not ordered via Lightspeed) and displayed.

Receipt stock and follow up with suppliers where stock delivered does not match the order, or where stock is of insufficient quality.

Maintain cafe stock areas so that inventory is stored in line with best practises for quality control and in an efficient manner.

### ***Guidance Questions***

- Am I ordering as close to the suppliers cut off as possible to ensure stock is fresh, while minimising wastage?
- Am I considering stock on hand so we are not holding too much stock in inventory?
- Have I considered alternative suppliers if the item cannot be sourced from our main supplier? If there is a cost difference have I discussed this with the Executive Director.

### ***Shift Replacements***

Being the secondary point of contact for all staff requiring their shift covered. While it is primarily the responsibility of the staff member who needs their shift covered to find a replacement either the Cafe or Assistant Cafe Manager may be required to assist in finding a replacement (including directly contacting staff who are not working). This may include work outside of normal rostered hours.

Approving shift swaps and updating the roster in Tanda, or in the case of insufficient skill mix (i.e. a non-floor leader covering a floor leader when there is no back up) denying the request.

Informing the Executive Director and/or Bookkeeper when any changes involve a permanent staff member.

#### *Guidance Questions*

- If I am altering the roster pattern will the customer experience be compromised?
- Can other staff members already working extend their shifts to provide coverage? If so will they need to take break and has this been factored in?
- Is the staff member covering the shift likely to exceed the 76hr per fortnight limit?

#### **Equipment**

Troubleshooting any equipment issues to see if it can be fixed before escalating.

If it cannot be fixed contact the Executive Director, Maintenance or appropriate technician to repair.

#### **Shift Management**

All tasks on the daily shift checklist are completed by the appropriate person.

Any tasks completed are to be checked to ensure satisfactory completion and additional training/guidance provided when not done correctly.

Check that cafe feels warm and welcoming for customers and staff.

Ensure that any gaps in service due to shift transition are avoided/eliminated.

#### *Guidance Questions*

- Are customer orders continuing to flow even though there is a change in staff?
- Have you taken 5-10 minutes before/after your shift to ensure a smooth transition?
- Have staff waiting for their replacement to arrive before leaving and have they provided an adequate handover?

#### **Coffee**

That the coffee is flowing at the right consistency, crema and tastes awesome!

That the coffee consistency is checked every time the bean is changed, at the beginning of your shift and any other time as necessary.

To make sure that the coffee station is ready and set to go with all equipment operational and all stock topped up.

*Guidance Questions*

- Did you taste the espresso?
- Did you taste the espresso with milk?
- Did you check the consistency of the coffee?
- Are there adequate levels of cups, lids, sugar, etc available?

**Food**

Make sure that the bagel station is set up and ready for service including all stock topped up.

Ensure that all food for sale is presented correctly, in date and priced correctly.

*Guidance Questions*

- Does the bagel menu accurately reflect the bagels, toppings & schmears we have on hand?
- Is the food cabinet correctly labeled?
- Is the service counter being used to promote the food with the shortest shelf life?

**Staffing**

***Rostered Staff***

Ensure that the cafe is adequately staffed according to the roster and that all staff present are ready & fit for work.

Make sure all staff entitled to a break know when they are likely to be taking it and who will be covering them.

*Guidance Questions*

- Have you checked the roster to make sure all staffed rostered are present?
- Are all staff present “fit” for their shift? Have you checked in with them?
- If staff are not present have you called them to determine if they are running late or not able to work?
- If rostered staff are not able to work, have you checked the roster or asked other staff to see who else might be available and called them?

- If you cannot find anyone to work have you escalated with the Executive Director?
- Have you made a plan for breaks for all staff working over 6 hours? Use the roster as a guide.

### **Maintain Health, Safety & Hygiene**

Ensure hands, towels, crockery and cutlery are always clean and that the cafe and its stations are maintained in a clean, hygiene and safe manner at all times.

#### *Guidance Questions*

- Are towels being kept in their appropriate location?
- Are dirty towels being refreshed regularly?
- Is the floor kept tidy and free from excess moisture or rubbish?
- Is all crockery and cutlery given to customers clean?
- Have any hazardous items/situations been identified quickly and resolved to minimise risk to staff and customers?
- Have you checked the cafes external areas? Are they free of rubbish and tidy?

### **Maintain Cleanliness**

That a high standard of cleanliness is maintained in the service areas, bathrooms, storage spaces and other areas of the cafes.

#### *Guidance Questions*

- Have toilets been checked during each shift (paper stocks, rubbish emptied)?
- Have the toilets been detail cleaned as per the checklist schedule?
- Has all furniture been pulled out/apart and fully vacuumed at the end of each day?
- Has bench equipment and movable fridges been pulled out and wiped under?
- Have you ensured the rear storage's areas are well organised, boxes collapsed, used grinds moved outside and generally tidied?

### **Check Equipment**

Ensure that all equipment required for the cafe remains in good working condition.

#### *Guidance Questions*

- Is all equipment operating correctly & safely?

- If equipment is not operating correctly have you noted it down on the daily feedback form?
- If it is critical have you contacted the appropriate person?

### **Maintain Cleaning & End of Shift**

Ensure that the cafe is in as tidy a condition as practical in readiness for new staff entering.

Make sure that all tasks required for the shift have either been completed or handed over to staff commencing their shift.

#### *Guidance Questions*

- Have I made sure all stations are clean and organised and ready to be handed over to the next shift?
- Have any unresolved issues been passed on to the next shift?
- Has the cafe been left tidy for the next shift?

### **Administrative Duties**

Answering and resolving customer complaints/concerns received via email, phone & in person escalating as appropriate.

Completing other tasks as assigned including but not limited to new product research, product development, and cost comparisons.

Processing End of Day checklists including following up on personnel & equipment issues, receipting stock and recording stock transfers.