Café Manager – Café Ed
Job Description

Responsible to:

- Pathways Head of Campus
- The Principal - Berengarra School

Job Summary:

The store manager is responsible for leading all team members in the efficient and profitable operation of a Café Ed. He/she is responsible for managing the day-to-day store operations, maintaining high store standards and conditions, and fostering a positive environment, which provides consistent fast, efficient, and friendly service ensuring a Total Quality Experience for both our customers and team members. The store manager creates the tone and personality of the store by being an advocate of training, customer service, product knowledge and education, encouraging safe work practices, and a demonstrated commitment to our Guiding Principles and House Rules.

Store Operations:

- Ensures and is accountable for profitability of the store by growing sales and controlling costs of goods, inventory levels, labor, supplies and expenses.
- Ensures proper team member coverage, scheduling according to the needs of business
- Oversees all cash management functions. Able to perform all POS duties, front and back of house functions including opening and closing procedures, coordinating with the Cafeduction Coordinator as necessary.
- Maintains proper loss prevention standards, reviewing cash handling procedures.
- Maintains a clean well-merchandised store, following visual presentation plans and standards.
- Plans, executes and communicates all sales promotions and new product information effectively and efficiently.
- Promotes and practices safe work habits, identifying and resolving potential safety hazards, operational inconsistencies and any team member or customer incidents. Documents accidents.
- Ensures all food safety procedures are followed and documented according Health Standards
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Service:

- Is the Role Model for outstanding service
- Pro-active in solving customer problems and satisfying customers in various situations.
- Ensures that all team members are committed to and demonstrate our principles and school rules.
- Ensures that all team members provide customers with efficient, friendly, service.
- Consistently monitors, coaches and encourages team members to meet the schools service standards.
- Assesses and provides adequate staffing to provide efficient and friendly, superior service.
- Maintains high cleanliness standards consistently throughout the store in the areas of store appearance, merchandise and equipment.

Training & Development:

- Provides ongoing training and development to all team members in the areas of operating standards, customer service and product knowledge.
- Provide training for students doing TAFE tasters training sessions.
- Demonstrates the ability to lead, effectively communicate, and encourage Café Ed/Berengarra principles, rules, and standard operating procedures.
- Builds morale and team spirit by fostering a work environment where team members input is encouraged and valued.
- Ensures each team member has received proper training of café operations.
- Continually develops team members, establishing specific performance objectives, and measuring team member performance regularly.

Hours of Work

- Monday – Friday  7:15 am to 3:15 pm
- After hours – Co-ordination of afterhours function. A maximum of 10 functions per year.
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Qualifications:

- Proficient on a computer; familiar with software programs such as Microsoft Word, Excel, Outlook.
- Must have a Working with Children’s check
- Well-organized, detail-oriented and able to multi-task.
- Must have effective problem solving/decision making abilities.
- This position will require frequent standing and use of hands and arms.
- Must be able to lift up to 30lbs and frequently bend and twist from the waist.
- Frequently required to use hand and finger motions, handle or feel objects, reach with hands and arms.
- Regularly required to handle food, hot beverages, and work with sharp objects.
- Must have excellent verbal and written English communication skills.
- Must have current Victorian Drivers Licence

The appointment will be from March, 2016 until December 23rd, 2016.