COLUMBUS COFFEE

POSITION DESCRIPTION

Position Details	
Title:	**Café Manager**
Reports to:	**Franchisee**
Location:	
Date:	

Purpose of Position

- To oversee the day-to-day operations of the café.
- To ensure the efficient management of café
- Play an active role in the in-store training and development of new staff

Duties and Responsibilities

1. Café Operations

- Responsible for the operation of the café on a day-to-day basis
- Maintain/manage costs to budget and established standards and KPIs
- Order and maintain stock levels
- Ensure all equipment in the outlet is operational
- Undertake staff management including disciplinary action when required
- Manage staff meetings
- Manage staff rosters/staff records
- Uphold morale
- Carry out administrative and reporting functions as required

2. Training and development

- Co-ordinate training programmes both internally in the outlets and with external providers
- Play an active role in the development and training of staff for the café
- Play an active role in the in-store training and development of new

ACCOUNTABILITIES		
Key Result Areas	**Key Tasks**	**Key Performance Indicators**
Sales, Customer Services	• Adhere Brand Service Standards: • Acknowledge every customer first, using their name when you know it and with a smile • Speak clearly and listen intently to facts and feelings when communicating • Personally own, act and solve problems and complaints • Recognise every opportunity with a customer is an opportunity for growth • Anticipate customer needs, handle guest inquiries and solve problems • Create a positive image • Adhere to brand standards • Maintain a high level of product and service knowledge in order to explain and sell services and facilities to guests • Regularly seek feedback from customers • Research customer needs • Analyse and adapt food trends • Regularly seek feedback from customers	Primary Indicators • Achieve Sales budgets. • Meet acceptable standards on Store audit reports Secondary Indicators • Positive Customer feedback • Up-selling and cross-selling • Reviews in reputable newspapers and trades • Food quality/ service standards
Operational Planning	• Responsible for manpower planning • Manage wages against forecasted/actual revenue • Stock control • Analyse food and beverage statistics through point of sale system • Expense/ cost control through effective utilisation of consumables	Primary indicator • Maintain wage cost and wage % against sales against budget • Achieve Outlet Profit Secondary Indicators • Actively contributes towards revenue generation and cost containment • Minimizing “Write Offs” and breakages • Adequate staff to meet service requirements • Success in up-selling campaigns

Administration	• Perform Office Procedures • Source and present information • Prepare Business Documents • Receive and store stock • Control and order stock • Plan and manage meetings	• Complete daily/weekly and monthly Managers Checklists • Utilize standard office documents and templates • Establish/monitor quality and cost to control, order, receive and store stock within established stock control and stock purchasing systems to reduce budget and forecast targets by 5% of budget. • Plan and conduct Daily, Weekly and Monthly briefings/meetings;
Operational Performance	*Shift Responsibilities* Day to day management of café operations including but not limited to: *Preparation for Service* • Conduct shift briefing • Ensure grooming and Presentation Standards are impeccable • Motivate staff to achieve targets • Deal with requests/complaints • Set-up and cafe preparation *Stock Control* • Order stock • Control stock levels *Presentation Cafe* • Cleanliness of crockery, cutlery, glassware *Customer Service* • Resolve customer complaints • Coach staff in customer service *Leadership* • Provide leadership / lead by example with customer service and customer interaction • Staff induction and on job training • Support staff on floor to ensure quality service delivery	• Customer feedback • Stocktake results • Success of up-selling • Presentation standards of cafe and staff • Store reports and audits

Management, Training and Development	• Identify and develop potential supervisors • Counsel staff and prevent work related problems • Discipline staff and resolve disputes • Train and facilitate multi-skilling of staff • Maintain up to date staff records • Assist with the delivery of National Certificate, Barista Development programmes and other training programmes • Instruct and certify staff • Conduct performance appraisals in a timely manner for all immediate subordinates • Post rosters within award guidelines	• National Certificate completion rates • Staff retention • Staff training and development, achievement • Percentage staff completing food safety training • Percentage of staff completing Columbus Coffee Barista Development Programme
Communication	• Liaise with staff providing timely feedback • Actively interacts with internal (Mega staff) and external customers to anticipate needs and determine service delivery levels • Ensures effective shift hand-overs • Manages an effective team • Interact with staff in a professional and positive manner to foster good rapport, promote team spirit and ensure effective two way communication	• Staff morale • Staff retention • Meeting attendance • Awareness of broader group business issues • Café team informed and aware of broader group/business issues
Self Management	• Adherence to Company Code of Conduct • Demonstrate professional attitude and behaviour at all times • Maintain a professional approach and personal image • Be aware of company policies & procedures • Ensure a high level of cleanliness is maintained in the business • Develop/update skills internally or externally to reflect changed technology or changed work requirements • Work in line with business needs	• Appraisals • Evidence of self-initiated learning

Safety and Security	• Ensure all procedures are conducted safely and within OH&S guidelines • Be aware of duty of care and adhere to occupational, health and safety legislation, policies and procedures • Be familiar with property safety, first aid and fire and emergency procedures • Initiate action to correct a hazardous situation and notify supervisors of potential dangers • Log security incidents and accidents in accordance with company requirements • Ensure statutory responsibilities are being met e.g. Food Safety, • Establish and monitor cleaning procedures	• Incident Reports • Ability to co-ordinate emergency response in line with company/outlet guidelines • Food Safety Audits • Number/ severity of accidents • Cleanliness of all areas
Business Planning	• Prepares reports for budget submission as directed and monitors approved budget • Responsible staff excluding the hiring and termination of staff without approval of Supervisor • Manage rostering, wage, food and beverage costs • Stock control • Expense/ cost control through effective utilisation of consumables • Analyse food and beverage statistics through point of sale/business intelligence system	• Weekly wage/revenue percentage reports • Outlet Gross Profit • Actively contributes towards revenue generation and cost containment • Minimizing “Write Offs” • Covers/ average sale • Function/catering revenue
Leadership and Motivation	• Foster a collaborative environment which promotes two way communication • Lead by Example • Conduct meetings which facilitate operational improvements • Respond to customer requests quickly and efficiently Inputs into key strategy Meetings	• Staff Turn Over • Reasons for Turnover • High Morale • Minimal Conflict
Responsible Financial Management	• Develop and monitor the implementation of purchasing procedures • Establish economic order quantities • Maintain stock control procedures	• Control of expenses in line with budget and business needs • Effective purchasing and stock control • Effective utilisation of labour
E Business	• Communicate electronically • Use and maintain electronic mail system • Use Business Intelligence system	• All use of the internet/intranet is in accordance with copyright and protection of intellectual property; in accordance with CCNZ Ltd policy and procedures and accepted net etiquette