

Job Profile Café Manager

Job Purpose: This role oversees the day to day running of Baltic Kitchen our newly refurbished Café. You must be well presented with excellent communication and leadership skills, as the role will be working in front of house and liaising with Baltic visitors on a day-to-day basis. Reporting to the Hospitality Operations Manager you will ensure that together, the team are motivated and trained to meet the highest levels of guest care as you lead by example.

Key Outputs and Accountabilities

- Promote additional sales/selling up whenever possible.
- Be aware of company policies which affect your department.
- To ensure that the department creates a professional impression to customers and team members.
- To always follow procedures for food and beverage controls.
- To assist with maintaining and improving departmental operating standards.
- To assist with and suggest new promotional opportunities to enable departmental sales to meet and exceed budget.
- Helping prepare staff rotas with respect to the needs of the business. Must lead by example and role model the expected behaviour's while projecting a sense of urgency in responding to guests needs.
- Stock GP control daily / weekly / monthly in line with budget %
- Raising purchase orders and placing orders.
- Other duties as specified by the Hospitality Operations Manager to reflect the needs of the business.
- Work together with the team to ensure that the business is the best it can be.
- Be willing to take on jobs to balance the team workload.
- Manage, train, and develop others. Support, encourage and motivate others.
- Develop and implement menus that reflect seasonal ingredients and customer preferences.

Person Specification

Desirable

- You will be able to complete a wide range of activities requiring clear communication, excellent organisational skills, and attention to detail.
- You can work well under pressure, ensuring the smooth and efficient running of the Cafe.
- Be customer focused and consistently delivering excellent customer service with an informed, friendly, and effective approach.
- To constantly exceed guest expectations, delivering the highest standards of customer service, in a fast-paced environment.
- Be friendly, smiley, sociable and welcoming to our customers, to create a great atmosphere.
- Be confident and self-motivated, demonstrate a passionate commitment to the business.
- You will welcome and embrace change, with a positive attitude and a desire for personal growth.

Reports to: Hospitality Operations Manager

Direct reports: Café Assistants

Pay Band: E