



## Café and Events Supervisor - Position Description

<b>Position Title:</b>	<b>Café and Events Supervisor</b>
<b>Employment Status:</b>	<b>Full time</b>
<b>Location:</b>	<b>82 Abbotsford Road, Bowen Hills Queensland 4006</b>
<b>Brand/Department:</b>	<b>The Coffee Commune</b>
<b>Business Unit:</b>	<b>Café</b>
<b>Reports To (position title):</b>	<b>Cafe Manager</b>
<b>Date Position Last Updated:</b>	<b>11.09.2023</b>

<b>Purpose of Role:</b>
<p>This position is responsible for the seamless running of the café in the most efficient and effective manner, delivering the highest possible standards of service, whilst being proactive in maintaining and/or improving turnover and profitability. In addition to the café operations, you will also be responsible for the execution of events.</p> <p>In this dual role, you will be responsible for overseeing daily cafe operations while also coordinating and executing a variety of events and functions. As the first point of contact in the cafe, you will play a crucial part in ensuring exceptional customer experiences and successful events, combining strong leadership, organizational, and customer service skills.</p> <p>This role has been introduced to provide a layer of support to our existing café manager, whom you will report to and work with closely.</p>

<b>Part A: Key Accountabilities / Responsibilities</b>	
<b>1. Customer Service</b>	<ul style="list-style-type: none"> <li>• Serve as the first point of contact for cafe patrons, ensuring they receive a warm welcome and outstanding service.</li> <li>• Pro-active in solving customer problems and providing the best experience to all customers.</li> <li>• Dealing with customer feedback and complaints, working towards a resolution.</li> <li>• Maintain a professional, tidy and clean café/retail area that provides an inviting customer experience</li> <li>• Ensure high-quality food and beverage service in accordance with established standards.</li> </ul>
<b>2. Support and Coordination</b>	<ul style="list-style-type: none"> <li>• Support and train the Barista team and customer service team.</li> <li>• Execute and oversee a range of events, such as private parties, meetings, and gatherings.</li> <li>• Execute with the café team daily setup and pack down of the cafe.</li> <li>• Lead restocking and ordering of café goods as required.</li> <li>• Maintain floats, change, and reconcile cash and stock as required.</li> <li>• Enter PO's, stock, and specials into the POS and Mr Yum.</li> <li>• Coordinate stock takes of all the items stocked in the café.</li> <li>• Help café manager with orders and rostering as required.</li> <li>• Conduct regular stocktake and maintain par level of inventory</li> <li>• Being able to delegate jobs.</li> <li>• Rotate stock on shelf regularly.</li> </ul>

This Position Description is a summary of accountabilities/responsibilities of this position and is not an exhaustive or comprehensive list of all possible position tasks/duties. This position description should be read in conjunction with specific task /duties lists as applicable.

## Café and Events Supervisor - Position Description

<b>3. Staff Management</b>	<ul style="list-style-type: none"> <li>Supervise cafe staff, including baristas, FOH and BOH personnel.</li> <li>Arrange and approve shifts within budgets.</li> <li>Meet with the team regularly to improve development and operational efficiencies.</li> <li>Help to recruit, train, schedule, and lead cafe and event staff, ensuring they meet performance standards.</li> <li>Foster a positive, friendly, and collaborative work environment.</li> <li>Help with rostering absences and leave applications.</li> <li>Communicate regularly with the team so they are across café standard operating procedures, policies, new initiatives, and development.</li> <li>Ensure the team on duty are complying with café policies, WHS requirements, food handling, and food labeling requirements.</li> <li>Address staffing issues and staff conflict and provide guidance for improvement.</li> <li>Provide regular and on-the-job training and feedback for continuous team improvement.</li> <li>Motivate and/or direct the team to complete their tasks and duties as quickly and as effectively as possible.</li> </ul>
<b>4. Administration Duties</b>	<ul style="list-style-type: none"> <li>Perform administrative duties regularly (e.g., responding to client inquiries, completing required paperwork, liaising with members)</li> <li>Support GM in generalist HR duties</li> <li>Completing food health and safety checklist based on BCC regulations.</li> <li>Completing daily, weekly, and monthly cleaning checklist.</li> <li>Prepare reports and communicate progress to management as needed.</li> </ul>

### Part B: Key Performance Indicators

- Ability to meet sales café sales target.
- Ability for café team to complete duties daily, such as opening and closing cafe independently.
- Ability to arrange and approve shifts within set budgets.
- Controlling cafe and event-related costs within budget.
- Adherence to WHS, food safety and health regulations.
- Accuracy of inventory tracking and reporting.
- Ability to lead, motivate, and direct and correct café team during shifts to ensure fast, efficient, and friendly service.
- Smoothly execute events and functions in an organised, timely manner according to the run sheet provided.

### Part C: Values and Behaviours



**Care:** We show care to our co-workers by welcoming and encouraging new ideas and working collaboratively towards the same goals.



**Growth:** We promote growth for our employees and members, our success is dependent upon the contributions of all our team members.



**Community:** We create inclusive communities through coffee. We work together as a community to share our message and vision.



**Learning:** We foster an environment of teaching and learning so we can be the best we can be.

## Café and Events Supervisor - Position Description



**Inspire:** We inspire others by setting and achieving ambitious goals. We celebrate and recognise each other's successes and achievements to inspire others in our community.

Part D: Employment Criteria		
<b>Qualifications:</b>	<ul style="list-style-type: none"> <li>• Undergraduate qualifications in Business and Hospitality are preferred.</li> <li>• Previous knowledge and experience in events.</li> <li>• Strong organizational and multitasking abilities.</li> <li>• Leadership and team management skills.</li> <li>• Excellent communication and customer service skills.</li> </ul>	
<b>Competencies (Experience, skills &amp; knowledge):</b>	<b>Required</b>	<b>Desired</b>
	<ul style="list-style-type: none"> <li>• Minimum 2+ years' experience working in a café.</li> <li>• Minimum 1+ years executing events.</li> <li>• Ability to work in a fast-paced environment.</li> <li>• Understanding of cafe or restaurant operations, including menu planning, food safety, and beverage service.</li> <li>• Ability to make coffee at an intermediate level</li> <li>• Highly developed communication and interpersonal skills.</li> <li>• Excellent problem-solving skills and customer service skills.</li> <li>• Meticulous attention to detail in cafe operations and event execution to ensure nothing is overlooked.</li> <li>• Foundation bean and roasting knowledge.</li> <li>• Foundational alternative brewing knowledge.</li> <li>• Proficiency in managing inventory, ordering supplies, and minimizing waste.</li> <li>• Familiarity with point-of-sale systems, scheduling software, and event planning tools.</li> <li>• Ability to work in alignment with Coffee Commune values and behaviours</li> </ul>	<ul style="list-style-type: none"> <li>• Strong organisation, planning, and time management skills</li> <li>• High attention to detail and the ability to work to tight deadlines.</li> <li>• Ability to work autonomously and collaboratively in a team environment.</li> <li>• Strong work ethic and high levels of self-motivation.</li> <li>• Experience managing a busy café and directing casual staff.</li> </ul>
<b>Key Stakeholders</b>	<b>Internal</b>	<b>External</b>
	<ul style="list-style-type: none"> <li>• All Coffee Commune staff</li> </ul>	<ul style="list-style-type: none"> <li>• External Coffee Commune Members.</li> <li>• In-Residence Members.</li> <li>• Public and customers.</li> <li>• Suppliers</li> </ul>