BIG FRESH CATERING COMPANY

JOB DESCRIPTION

DESIGNATION/POST TITLE	**:**	Café Supervisor
POST NUMBER	**:**	V/CC/PP006 V/CC/PP007
DEPARTMENT/DIRECTORATE	**:**	Learning & Skills
DIVISION/SECTION	**:**	Big Fresh Catering
LOCATION	**:**	Penarth Pier Pavilion and other locations
POST GRADE	**:**	Grade
RESPONSIBLE TO	**:**	Cafe Manager
RESPONSIBLE FOR	**:**	Café/bar staff
LIAISON	**:**	Management Team
MAJOR PURPOSE OF POST	**:**	To ensure all customers receive first class service in the cafe, management of stock control and cleanliness of all surrounding areas

MAIN DUTIES AND RESPONSIBILITIES

The job description refers to the principal duties and responsibilities of the Post. It does not necessarily list in detail all the tasks required to carry out these duties and responsibilities.

- Provide only agreed menu items in line with the Food Safety Act 1990, Food Safety (General Food Hygiene) Regulations 1995 and all other legislation requirements regarding food hygiene

- Ensure compliance with all allergen guidance and regulations and in particular Natasha's Law

- To ensure customers are happy with the service received in the Cafe

- Provide a friendly, efficient service at all times ensuring smooth delivery of table service (if appropriate)

- Deputise for the Café Manager whilst off shift or on annual leave

- To ensure that café procedures are adhered to including cleanliness and hygiene of all surrounding areas including toilet facilities

- Order stock online with the Company's Cypad online ordering system in the absence of the Café Manager. Ensuring sufficient stock is available at any one time

- Assist with the weekly stock take on Cypad for auditing procedures

- To actively work with others within the Company and other business areas

- To adhere to all Company policies and procedures, health and safety, hygiene, licensing standards and Company brand standards

- To process payments using the Company's chosen software for transactions of debit and credit cards. No cash is taken by the Company at any time

- To assist in coaching team members on relevant job skills when required

- Actively resolve any customer queries or issues and report these to the Cafe Manager

- To identify areas of underperformance includin conduct, shortfalls in procedural processes, cleanliness and hygiene

- To ensure payroll recording is complete in line with Company procedures in the absence of the Café Manager

- Participate in Company and individual training programmes as required.

- As and when necessary, carry out duties at the request of the Management team.

- **Ensure compliance with the Company's Financial Regulations, Standing Orders, Policies and Procedures**

- **To implement the principles of the Company's Equal Opportunity Policy whilst carrying out the above duties**

- **To adhere to Health and Safety legislation / relevant Company policies and procedures and to take reasonable care for the health and safety of yourself and other persons who may be adversely affected by your acts / omissions.**

- **To implement the principles of the Company's Environment Policy while carrying out the above duties.**

SIGNED: **DATED:**

(Managing Director)

SIGNED: **DATED:**

(Postholder)