

Primary Purpose
This role is responsible for supervising a team of The Coffee Club trained employees to deliver Good Food, Great Service and Excellent Coffee on shift. They are further responsible for opening and closing the store as rostered.
Position Specification
<p>Duties include:</p> <ul style="list-style-type: none"> • Responsible for the running of the rostered shift and assisting in the training and supervision of all staff at a lower level • Supervise Food and Beverage Attendants on a shift and where necessary assist and at times further supervise back of house staff (Cooks) to deliver The Coffee Club standards to customers • Accurately record sales and banking • Investigate, explain and report on any discrepancies to the Store Leader or Franchisee • Assisting in ordering stock in accordance with par levels and the needs of the store • Assist the Store Leader in controlling expenditures such as Cost of Employment (COE) through ensuring staffing levels are in alignment with the amount of activity within the store (i.e. sending employees home or on breaks when not busy) • Assist the Store Leader to maintain stock control through monitoring of wastage, effective ordering/receiving and storage procedures • Ensure maximum productivity and profitability in the store by giving direction to fellow employees of a lower level • Report any disciplinary action or praise of employees of a lower level to the Store Leader and assist with Areas of Opportunity and/or Performance Improvement as per the <i>TCC Evaluation > Feedback > Coaching</i> framework • Perform administrative duties in conjunction with the Store Leader (i.e. collecting invoices, carrying out and recording of food safety requirements) • On call for emergencies and any unexpected store or staffing requirements • Demonstrated extensive knowledge and application of duties of lower level roles
Person Specification
<p>Experience</p> <ul style="list-style-type: none"> • Minimum 12 months' experience in a The Coffee Club store or other similar café working a cross service, beverage and food, supervision, training and coordinating of food and beverage staff, stock control; and/or • is 'Silver level certified' across Good Food, Great Service and Excellent Coffee. <p>Qualifications</p> <ul style="list-style-type: none"> • Certificate III in Hospitality or equivalent - (desirable but not required) • Food Safety Supervisor Certificate - essential • Current First Aid Certificate (maintained by employee) - essential • Completed all Silver Level Academies (Internal Training - mandatory within 4 week of start date) • Completed Shift Leader (Internal Training - mandatory within 5 weeks of start date) • Current Responsible Service of Alcohol Certificate (maintained by employee) – for licensed stores <p>Knowledge</p> <ul style="list-style-type: none"> • Demonstrated knowledge of <i>The Coffee Club</i> policies and procedures as outlined in <i>The Coffee Club</i> Team Handbook and manuals • Detailed and up to date knowledge of preparation and presentation of all meal items in accordance with the Good Food Manual • Detailed knowledge of all required operations in order to run a shift effectively • Detailed knowledge of <i>The Coffee Club</i> mission statement and core values • Knowledge of food safety, workplace health & safety regulations and relevant industrial relation regulations <p>Skills</p> <ul style="list-style-type: none"> • Ability to work unsupervised • Ability to display and utilise leadership capabilities and skills including leading, provide directions and guidance,

coordinating and work as part of a team to achieve targets and goals

- Ability to communicate effectively with fellow staff and management
- Ability to provide consistent, friendly and efficient service to all customers
- Ability to actively listen to customer feedback and resolve issues
- Ability to optimise customer sales through effectively adding value at the counter and at the table
- Ability to maintain store presentation, hygiene and product quality through following daily and weekly procedures and schedules (i.e. cleaning schedules)
- Skills in relation to placement of cutlery, detailed introduction and recommendation to certain dishes

Attitude and Expectation

- Pro-active, positive, enthusiastic, energetic, responsible and friendly
- Can do attitude
- Happily, and diligently adheres to *The Coffee Club* dress code at all times
- Provide positive, constructive feedback for team members, Store Leader and Franchisee/s
- Accepts, adheres to and practices
- Actively demonstrate, promote and practice '*The Coffee Club* mission and core values' in all interactions with team members and customers
- Passionate about providing *Good Food, Great Service and Excellent Coffee* at all times.
- Focused on ensuring open communication and good working relationships with all staff
- Commitment to continuous learning and personal development

Key Performance Indicators

- Adhering to and actively promote all The Coffee Club standards, procedures and policies
- Demonstrates and practices personal presentation which is professional and adheres to The Coffee Club dress code
- Maintains effective communication with Franchisee/s, staff, suppliers and The Coffee Club Corporate Office
- Demonstrated commitment to provide Good Food, Great Service and Excellent Coffee. Experience managing customer data and CRM platforms and programs

Version Control

The Minor DKL Food Group Pty Ltd & The Coffee Club reserves the right to vary this position description when needed, to suit business needs but will consult with relevant staff in relation to any significant changes. This position description replaces all previous versions.