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## **Job description**

### **Café Manager - Gwydir Street**

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Independent coffee roasters Hot Numbers Coffee are looking for a passionate, experienced Café Manager for our original café Gwydir Street. You will lead a vibrant team by example, leading from the front in all aspects of café management from ensuring world class customer service, making sure you and your team get the best out of our coffee, managing the health and safety and cleanliness and generally being responsible for all aspects of the building and café.

So, what you will do?

#### **Café Manager Responsibilities:**

- Recruiting, training, and supervising café staff.
- Preparing weekly work schedules for staff and finding suitable replacements in cases of staff absence.
- Ensuring that all café expenses are within budget and identifying ways to decrease operational costs.
- Receiving delivered café supplies and verifying that the correct items and quantities have been delivered.
- Taking inventory of café supplies and ordering new stock as needed.
- Resolving customer complaints regarding food/drink quality and customer service.
- Manage the café's health and safety and food safety
- Suggesting new menu items based on customers' preferences and feedback.
- Identifying strategies to retain and attract customers.

#### **Café Manager Requirements:**

- Proven management experience in the hospitality industry.
- Sound knowledge of food health and safety regulations.
- Exemplary management skills.
- Excellent organizational and time management skills.
- Effective communication skills
- Exceptional customer service skills.
- Promote a positive and professional working atmosphere and encourage the team to exceed customer expectations.

#### **We Offer:**

- A small, warm, and friendly team to work with
- Flexible shifts and holiday

- Opportunities for growth and job role development within the company
- Creative input into a small independent business
- Staff meals, discount, and free hot drinks on shift
- Ever developing coffee equipment and menu

TO APPLY: PLEASE SEND A CV AND COVER LETTER

Salary: Negotiable depending upon experience

Job Type: Full-time