



Job Title: Coffee Shop Manager

Department: Café Bar

Job Types: Full-time

Salary: £18-21,000 /year

Are you someone who loves the hustle and bustle of a busy coffee shop? 42 The Calls Hotel Café Bar are currently on the hunt for an experienced Café Bar Manager to join our team and be part of our amazing journey! This is a fantastic opportunity and one not to be missed...

We are soon to be opening our new coffee shop, 42 The Calls Hotel Café Bar. Our Café Bar will be full of happy customers all looking for a great customer experience, so we need someone who has a natural passion for delivering it! You will manage the day-to-day operations of our Café Bar and manage a team of food and beverage enthusiasts! You'll be driven to provide excellent customer service, you'll be highly motivated, courteous and engaging with a positive attitude whilst being passionate about the industry you work in.

Ultimately, you will help increase profitability, boost customer engagement and help turn 42 The Calls Café Bar into a favourite local hotspot!

Duties;

- Responsible for managing the day-to-day Café Bar operations, maintaining high standards whilst fostering a positive environment.
- Manage and lead team members ensuring an efficient and profitable operation.
- Accountable for profitability of the Café Bar by growing sales and controlling costs of goods, inventory levels, supplies and expenses.
- Oversee all cash and management functions.
- Perform front and back of house functions including opening and closing of premises,
- Generate revenues by attracting new customers; defining new and expanded services and products.
- Execute and communicate all sales promotions and new product information effectively and efficiently; update signage and displays to attract customers.
- Manage staffing; ensure team coverage, and management of staff rotas.
- Manage on-going training and development of team members.
- Create the tone and personality of the Café Bar by being an advocate of training for customer service, and product knowledge to team members.
- Educate customers by presenting and explaining our coffee/ beverage menu; answering questions.
- Ensure smooth running and management of communication lines between the Café Bar and Hotel for all hot food orders.
- Adhere to all food and safety regulations and quality controls.

The ideal candidate will;

- Have at least 2 years' + experience in the coffee service industry
- Have At least 5 years' + experience in the customer service/retail management industry.
- Be able to work overtime, including weekends, evenings and special events as needed.
- Be an effective problem solving with decision making abilities.
- Have excellent verbal and written English communication skills.
- Be friendly outgoing and dedicated to outstanding customer service
- Be Passionate about product quality
- Be tidy and self-disciplined
- Have excellent timekeeping

42 The Calls Hotel is about luxury, generosity, intuition and inclusiveness and the same applies to our new Café Bar, we are looking for a highly motivated, passionate person to manage our Café Bar; If you think you have what it takes and can bring your enthusiasm and desiccation and want to be part of an extremely exciting journey, then we want to hear from you!

*Please note that due to the high volume of applicants we receive, it may not be possible to respond to all applicants and please note that CV's that do not show relevant experience will not be considered for the position. In line with the requirements of the Asylum & Immigration Act 1996, all applicants must be eligible to live and work in the UK. *