**Café Supervisor – Role Specification**

Line Manager: Catering Manager

Responsible to: Duty Manager

Hours: Variable. All members of the Minack team are required to work weekends and some evenings during the theatre’s season. The role is from March-October

Rate: £10.50 per hour

To assist the Catering Manager with:-

* supervising the Café assistants, ensuring all team members on any one shift are working well together.
* training of new staff and ensuring they are comfortable in their role.
* ensuring all staff always provide friendly and courteous service to customers.
* ensuring all staff are appropriately dressed, wearing name badges provided and comply with the Trust’s policy on Health & Hygiene.
* assist with stock control, rotation and ordering of new stock.
* the preparation and serving of meals.
* maintaining portion control and size.
* ensuring that food is labelled and dated correctly.
* clearing tables and washing up.
* taking customer orders and using the till for the payment of these.
* cashing up the till at the end of the day and reconciling the takings against the till record.
* understanding and troubleshooting the tills and credit card machine.
* complying with the Trust’s policy on Health & Hygiene.
* knowledge of the menu, recipes and potential allergens.
* supporting the café assistants with the production of Barista Coffee and ensuring that the coffee served is of a suitably high quality.
* maintaining links with the Production Kitchen – liaising regarding food required and sending members of the team to collect food or assist where necessary.
* ensuring the Kitchen, Café and all storage areas are kept clean in line with the Trust’s Policy on Health & Hygiene, bringing any maintenance issues to the attention of the Duty Manager.
* making sure all opening and closing checks are completed and the daily check sheet is signed
* ensuring doors are locked at the end of the day and all equipment is turned off.
* dealing effectively with members of the public to ensure their safety and that of others while on site.
* understanding how the theatre works during show-time in order to be able to answer questions from the public.
* dealing with customer complaints, passing them on to the Duty Manager if appropriate.
* providing customers with information about the Theatre and giving relevant directions.
* anything else as may be reasonably requested by the Visitor Experience Manager, Catering Manager, Visitor Manager or Duty Manager.

A key element of this role is to offer friendly and courteous service to customers at all times.

In addition, as with all roles at the Minack, you must be conversant with the Trust’s Health & Safety and Evacuation Policies.

**Person Specification:**

Essential:

* Supervisory experience in a Café environment.
* Excellent communicator.
* Ability to work as part of a team.
* Ability to work under pressure in a customer facing environment.
* Reliable and punctual.
* Experience, tact and skill in dealing with the public.
* Good oral and written skills in English.
* Willingness to work flexible and unsociable hours.

Desirable:

* Supervising a café team of at least five assistants.
* Professional catering qualification.
* Current food hygiene certificate.
* IT literate; experience of an electronic till system.
* Interest in cultural events, specifically plays/musicals.