

Tayport Community Enterprises

JOB DESCRIPTION

POST TITLE: Customer Service Manager
BASED AT: The Larick Centre, Shanwell Road, Tayport
REPORTS TO: General Manager

Job Overview

The Larick Centre Café Customer Service Manager will have full responsibility for the day-to-day running of the Larick café and will work in partnership with Centre and Campsite staff to deliver a first class service to all our customers. A key part of the role will be to develop new opportunities to increase our range of services and maximise income.

The postholder will lead, train and motivate a staff and volunteer team in the delivery of a range of food and beverage services to customers visiting the Larick Café. In addition, to expand the hospitality events currently on offer to the local and wider community within an agreed budget, regulatory framework and specific performance objectives.

Duties and Responsibilities:

1. Management - Staff

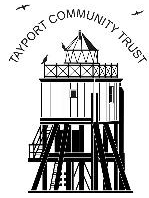
- Recruitment, performance appraisal, training, development, and retention of café staff and volunteers
- General management and day to day supervision of all café staff and volunteers
- Preparation and monitoring of staff and volunteer rotas (along with Kitchen Supervisor)

2. Finance

- Support Directors with budget setting and monitor agreed budgets
- Maintain all financial records in line with agreed policies and procedures
- Ensure that all cash handling, cash float, banking and related tasks are carried out in the agreed manner

3. Premises/Equipment Management

- Ensure that café security measures are adhered to, and that appropriate training is provided on use and maintenance of café equipment and notify the maintenance team of any café equipment malfunctions or required repairs.
- Ensure that the café cleaning systems are adhered to and ensure a professional and quality standard.



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4. Food purchase, stock control, storage and preparation

- Work closely with the Kitchen supervisor to ensure balanced food purchase and stock control meets the needs of our customers.
- Ensure that the Kitchen Supervisor is meeting our customer service standards and those relating to food preparation and presentation, portion and cost control and minimising food waste'

5. Sales and Service

- Work in collaboration with Kitchen Supervisor to devise, maintain, review, and update an appropriate, innovative and creative menu
- Set pricing, analyse sales, average spend, footfall and sales breakdown by menu item and take appropriate action to encourage customer spend
- Encourage a culture of upselling and income maximisation as part of customer service and experience
- fostering good relationships between all staff, i.e. those in the cafe, centre and on the campsite.
- Develop alternative income streams (*outside catering, take away service, events etc*)
- Develop and manage the marketing of services provided

6. Health, Safety and Hygiene

- Ensure that all statutory and general health and safety policies and procedures are in place, regularly reviewed and updated as appropriate
- Ensure that all café staff and volunteers are suitably trained and that they adhere to relevant policies and procedures and supervise and monitor all staff and volunteers in all aspects of Health, Safety and Hygiene
- Cultivate an active and welcoming atmosphere for volunteers

7. Governance/Corporate Management

- Attending centre meetings with a positive, solution based attitude and providing input, on café related policy and procedure

This job description does not represent an exhaustive list of responsibilities and tasks but indicates the main responsibilities of the role. The organisation reserves the right to require the postholder to perform other duties from time to time and to vary or amend the duties and responsibilities of the post in order to meet the changing needs of the organisation's business. Wherever possible, the postholder will be given reasonable notice of any changes to their tasks or responsibilities. The postholder will be required to work evenings and weekends as necessary in order to fulfil their role.