



CAFÉ SUPERVISOR DUTY STATEMENT

Our Club values are the strong beliefs and consistent behaviours of people in our organisation. They describe the way in which directors, staff and players of the Club behave, interact & work together and determine the culture of the Club. Our values are held in high regard and protected by every member on the on-field and off-field team.

Respectful	<i>All people are treated with respect regardless of their background or position</i>
Precision	<i>We expect excellence in everything that we do and are accountable for maintaining a high performance environment</i>
Adventurous	<i>We enjoy facing our industry's challenges and embrace progress with open arms</i>
Conviction	<i>Everyone involved with the Club is fully committed and gives 100 percent effort</i>
United	<i>We are selfless, we support and care for each other and we collaborate across our Club</i>
Commercial & considered	<i>We drive for good commercial outcomes but always take the needs of our stakeholders into account</i>
Integrity	<i>We uphold high standards of behaviour, have deep respect for honesty and always work within the rules</i>

Our mission is to be the greatest team of all: a club people can be proud of because of how we play the game, live our values, conduct business and engage with the community.

Section	Description
Title	Café Supervisor
Reports to	Café Manager
Division	Food and Beverage
Term	Full Time
Core purpose	This position is responsible for the seamless running of the Cafe in the most efficient and effective manner, delivering the highest possible standards of service, whilst being proactive in maintaining and/or improving turnover and profitability.
Responsibilities and duties	Cafe Operations <ul style="list-style-type: none">• Manages the day-to-day Cafe operations• Delivers and maintains exceptional service standards and conditions• Continuously looks to improve profitability and minimise costs without compromising standards and customer experience• Fosters a positive environment, which provides consistent, efficient, and friendly service for customers, and exceeds customer expectations

- Develops and maintains a motivated and high performing team committed to delivering clear goals
- Creates the tone and personality of the Cafe by being an advocate of training, customer service, product knowledge and education, encourages safe work practices, and a demonstrates commitment to our requirements
- Ensures proper team member coverage, scheduling according to the needs of business while maintaining costs
- Able to perform all POS duties, front and back of house, including opening and closing procedures, coordinating with the Café Manager as necessary.
- Makes themselves aware and notifies their team of any menu changes, special requirements (including menu items and dishes), outstanding orders or work tasks required prior to the commencement of service
- Ensures all staff are well briefed on their responsibilities and are given constant supervision and motivation on all aspects of their work

Financial

- Oversees bookings for meetings, reservations, functions and groups
- Ensures profitability of the Cafe by growing sales and controlling costs of goods, inventory levels, supplies and expenses
- Maintains and utilises daily, weekly, quarterly and annual financial reporting tools
- Maintains proper loss prevention standards, reviewing cash handling procedures, deposits and safe procedures
- Organises business development and growth plans in consultation with the Café Manager
- Creates, delivers and measures promotional activities, including staff incentives
- Plans, executes, communicates and supports all promotions and revenue generation initiatives effectively and efficiently

Safety

- Protects the health, safety and well being of our guests and colleagues
- Ensures all health regulations are met by implementing and enforcing strict food safety practices
- Promotes and practices safe work habits, identifying and resolving potential safety hazards, operational inconsistencies and any team member or customer incidents. Documents accidents, conducts initial investigation and determination of root cause in the interest of maintaining a safe work environment.

Service

- Is a leader in providing outstanding service
- Pro-active in solving customer problems and satisfying customers in various situations
- Develops a culture of actively seeking feedback from customers on a regular basis
- Constantly reviews service delivery and implements actions to continuously improve the guest experience
- Ensure customer requests and feedback, both verbal and written are responded to promptly and efficiently
- Maintain and further enhance relationships within the immediate locality, namely Geelong Cats Staff and local residents
- Ensure each shift is reviewed and briefings are carried out
- Works closely with Café Head Chef to ensure a seamless operation
- Meets weekly with Café Manager to ensure the team are fully briefed and action points are recorded and achieved

	<ul style="list-style-type: none"> • Maintains a clean well-merchandised Café • Ensures that all team members are committed to and demonstrate our values • Ensures that all team members provide customers with efficient, friendly, superior service on a consistent basis • Consistently monitors, coaches and encourages team members to meet service standards • Assesses and provides adequate staffing to provide efficient and friendly, superior service • Maintains high cleanliness standards consistently throughout the Cafe in the areas of Cafe appearance, merchandise and equipment <p><u>Training & Development</u></p> <ul style="list-style-type: none"> • Provides ongoing training and development to all team members in the areas of operating standards, customer service and product knowledge • Demonstrates the ability to lead and effectively communicate • Builds morale and team spirit by fostering a work environment where team member input is encouraged and valued • Ensures each team member has received proper training to perform their shift efficiently • Maintains a positive and direct relationship with all colleagues • Continually develops team members, establishing specific performance objectives, and measures team member performance regularly, documenting developmental plans as necessary • Manages all team members' performance in line with job descriptions, giving regular feedback and 6 monthly appraisals • To manage all disciplinary and grievance issues within the department in consultation with Geelong Cats People & Culture
Skills and attributes	<ul style="list-style-type: none"> • Extensive Barista Experience • An ability to drive impeccable service standards • A solid understanding of inventory, stock control & cost of goods • Experience with costs and budgets • Experience with developing, training and motivating a high performance team • Builds collaborative relationships with staff members across departments throughout the Club • Very strong <u>attention to detail</u> • Self-motivated with an intrinsic desire to strive for excellence • Approaches the role with energy and enthusiasm • Highly organised • Displays professional behaviour and integrity • Excellent written, verbal and interpersonal communication skills • Familiarity and prior use of Microsoft Office
Qualifications	<ul style="list-style-type: none"> • Degree or Diploma in Business/Hospitality or extensive experience in Café/Restaurant management • Extensive Barista Experience • Current RSA
Appraisal(s)	<ul style="list-style-type: none"> • 6 monthly performance reviews conducted by the Café Manager
Other	<ul style="list-style-type: none"> • Flexibility with working hours – ability to work weekends, evenings and special events as needed • Current drivers licence

	<ul style="list-style-type: none">• Current Working with Children Check
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