



JOB DESCRIPTION

Job title	Cafe Supervisor
Responsible To	Cafe Manager

Key Purpose of Job

To ensure daily front of house tasks are completed and the cafe provides a consistent and high quality visitor experience.

Main duties and responsibilities

- Completing opening and closing tasks for the cafe effectively
- Using the till and cashing up at the end of each working day
- Placing orders for stock, monitoring and updating prices in conjunction with the Cafe Manager
- Working closely with the Cafe Manager to provide support and training to staff, and manage staffing rotas
- Ensuring that food hygiene standards are complied with at all times and accurate records kept
- Maintaining high standards of cleanliness in the indoor and outdoor dining areas
- Delivering high standards of welcome, presentation and service in the Café, including responding effectively to customer feedback and developing visitor loyalty
- Ensuring compliance with health & safety and waste policies and procedures within the Cafe
- Taking the lead on cafe day-to-day operations and supervising Cafe Assistants, in the absence of the Cafe Manager, with the option of escalate to the Museum Duty Manger where required
- Undertaking deep cleaning, defrosting freezers, descaling and equipment maintenance as required.

Person Specification

Essential

- Visitor-focused, with excellent customer service skills
- Good working knowledge of food hygiene regulations
- Good attention to detail and accuracy
- Ability to work under pressure
- Good verbal and written communication skills
- A flexible and adaptable approach with a 'can do' attitude

- Able to work regular weekends

Desirable

- Supervisory experience in a catering environment
- Food hygiene qualification