



JOB DESCRIPTION

Job title	Cafe Manager
Responsible To	Museum Director
Responsible For	Chef, Cafe Supervisor (front of house), Cafe Assistants

Key Purpose of Job

To manage the Museum's on-site cafe, overseeing day-to-day operations, ensuring high standards of food presentation and customer service.

Main duties and responsibilities

- Responsible for the delegation of tasks and duties, maintaining high standards of health & safety, and delivering exceptional customer service standards.
- Working with the Chef on the provision of a cost effective, high quality, local and seasonal menu
- Undertaking a range of food preparation and cooking tasks, including covering for the Chef as required
- Ordering stock for the Café and authorising expenditure according to agreed limits
- Ensuring effective stock rotation and control, and organising annual stock take
- Recruitment, line management and training of Cafe Assistants, including producing staff rotas to cover seasonal variations and special events
- Ensuring that food hygiene standards are complied with at all times and accurate records kept
- Maintaining high standards of cleanliness in the Café, kitchen, storage areas, 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
- Monitoring income and expenditure for the Cafe operations to ensure ongoing profitability of the operation
- Managing cafe stock, staffing and maintenance budgets, and undertaking regular reporting
- Updating pricing on the EPOS system and ensuring compliance with card and cash security measures

Person Specification

Essential

- Supervisory experience in a catering environment
- 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
- Experience of working as a Chef / Cook

Desirable

- Experience of EPOS systems and stock management
- Line management experience
- Experience of budget management
- Experience of monitoring profitability and updating pricing
- Good understanding of visitor attraction catering