

Coffee Shop Supervisor (Ref: 45/2019)

The Cape Town International Convention Centre (CTICC) is so much more than just another convention centre. An exceptional centre requires exceptional staff and the culture of the CTICC is one of teamwork, recognition, personal accountability, and service excellence. We understand that it is only our people who make us the success we are and, as a result, we make every effort to ensure that we recruit and retain talented, qualified and enthusiastic leaders, who are team players, able to embrace our values, fit in with our culture and recognise the value of hard work in a dynamic exciting environment.

The main purpose: The Coffee Shop Supervisor is responsible for assisting the Coffee Shop Manager for the upkeep and maintaining of service standards of the Coffee Shop. They are responsible for effectively assisting the staff and baristas on duty to execute their daily operational duties. In addition, the Coffee Shop Supervisor is responsible for monitoring and upholding standards set and ensuring that the guest receives a world class experience at all times.

Reporting to the: Coffee Shop Manager

Qualifications:

- Matric certificate (NQF Level 4)
- A Diploma in Hospitality/Food & Beverage will be advantageous.

Experience:

- Minimum 3years experience in a similar environment is necessary
- Extensive experience in negotiating and communication with clients and staff

Key responsibilities:

Management of the Coffee shop daily Operations:

- Responsible for a high standard of product and service and to work closely with all staff assigned at tables and stations to achieve the set targets.
- Responsible for the managing all staff such as Waitrons, Baristas, cashiers, cleaners and facility staff
- Plan and monitor the service for events with your manager daily when you are on duty.
- Monitor service standards according to set SOPs.
- Monitor customer satisfaction and take appropriate action on customer complaints.
- Spot check on floats periodically and report discrepancies.
- Prepare handovers after each shift
- Ensure that stock takes are done daily and report discrepancies
- Manage the staffing budget for the coffee shop
- Ensure all stock that is required is available and ordered on time.
- Control daily stock counts for beverage and OE



- Ensure cleanliness at all times in the kitchen and restaurant the bench mark for cleanliness is 90% and above
- Ensure that snags for the coffee shop are reported to the manager as soon as something needs attention
- Ensure all staff go through rigorous training on the POS and that you follow the SOP for the cash ups and the coffee shop

Income & expenditure management:

- Maintain your operating staffing cost within budgeted parameters
- Monitor performance of Staff and discipline accordingly.
- Adhere to procurement policy and learn the point of sale system and procure system to master it

Inventory Management:

- Manage the operating equipment used within the coffee shop
- Ensure that all coffee shop stock is safe guarded from loss through delegation of responsibility to all subordinates and ensuring standard operating procedures are maintained and reviewed on a regular basis.
- Ensure correct stock is ordered and par levels are maintained at all times
- Ensure that breakages and losses of equipment are monitored and action taken when abuse is identified.
- Ensure par levels of glassware and bar smalls are maintained

Staff management:

- Allocate staff properly to their stations and monitor service
- Requisition staff according to the business levels in the building when necessary.
- Ensure that staffing levels are correct and to agreed standards.
- Hold regular meetings with the staff to discuss their performance on the floor & identify their training needs.
- Manage workplace diversity.
- Take action in case of staff discipline & problems & communicate to your manager
- Conduct on-the-job training and assessment daily
- Meetings & briefings needed with the staff

Kindly submit confidential applications to the Human Resources department **before the 20 June 2019 at 17h00** via email, to recruitment@cticc.co.za

The CTICC is committed to Employment Equity and particularly welcomes applications from suitably qualified Historically Disadvantaged Individuals (HDI's).

For more information on the Cape Town International Convention Centre please visit: www.cticc.co.za



We are a green conscious convention centre.

Cape Town International Convention Centre