



COFFEE BAR SUPERVISOR JOB DESCRIPTION

Job Title: Coffee Shop Supervisor

Responsible to: Centre Manager

Purpose: Responsible for ensuring the effective operation of the tree tops coffee bar. This includes supervising staff, stock management, preparing high quality products and customer care.

DUTIES AND RESPONSIBILITIES

- Report on a weekly basis, or as otherwise agreed, to the centre Manager on all relevant issues or general concerns.
- Assist the Centre Manager in ensuring that the coffee bar is effectively managed.
- Ensure that you and the staff present an appropriate image to customers and deliver a high level of customer service.
- Immediately inform your Centre Manager of any issues that arise whilst working.

OPERATIONAL MANAGEMENT

- Ensure that the coffee bar is sufficiently stocked, stock awaiting sale is kept at optimum condition and wastage is minimised and recorded.
- Ensure the coffee machine and urn are in good working order and maintained on a regular basis.
- Maintain a clean and tidy coffee bar area.
- Ensure the daily and weekly cleaning schedules are completed to a high standard.
- Assist the Centre Manager with Coffee bar stock ordering. Noting out of stock products, bestselling products and products that appear to be not popular with our customer base.

STAFFING

- Supervise and support staff working on the coffee bar and in the centre, delegating tasks where needed. To ensure the smooth running of the centre.
- Report to the Centre Manager on staffing matters as required.

- Training new staff to Jungle Mania Tree tops coffee bar Barista standards.