

Café Manager Position Description

Responsibilities

- Manage day-to-day operations of the café
- Hire and onboard new wait staff and baristas
- Train employees on drinks preparation and proper use of coffee equipment
- Coordinate with vendors and order supplies, as needed (like takeaway cups, coffee, milk and other ingredients)
- Maintain updated records of daily, weekly and monthly revenues and expenses
- Add new menu items based on seasonality and customers' preferences (for example vegan coffee drinks)
- Advise staff on the best ways to resolve issues with clients and deliver excellent customer service
- Ensure all cafe areas are clean and tidy
- Nurture friendly relationships with customers to increase loyalty and boost our reputation

Requirements

- Work experience as a Cafe Manager or Barista
- Hands-on experience with professional coffee machines
- Good math skills
- Availability to work within opening hours (including weekends and holidays)
- Excellent communication skills with the ability to manage and motivate a team
- Customer service attitude
- Additional certification (e.g. in Business Administration or Hospitality) is a plus