

Café Brandstof

Role and Task Descriptions

09/11/2023

Human Resources



Table of contents

Year 1: All-round Employee	3
Year 2: Café Supervisor	5
Year 3: Café Brandstof Manager	7

Year 1: All-round Employee

As an all-round employee of Café Brandstof, you will be an integral part of the creating a welcoming and enjoyable experience for customers. Your responsibilities will involve various tasks, including customer service, food and beverage preparation and maintaining a clean and organised café environment. Your friendly demeanour, attention to detail, and commitment to providing excellent service will contribute to the overall success and positive reputation to the café. The roles and tasks include:

1. Food Preparation:
 - a. Prepare and serve a variety of food items.
 - b. Follow established recipes and quality standards for food preparation
2. Customer Service:
 - a. Greet customers with a friendly and positive attitude.
 - b. Assist customers in making menu selections and provide recommendations.
 - c. Handle customer inquiries, concerns, or feedback professionally.
3. Order Taking and Fulfilment:
 - a. Take customer orders accurately and efficiently.
 - b. Prepare and serve beverages.
 - c. Assemble and package food items, ensuring quality and presentation standards.
4. Cleanliness and Maintenance
 - a. Maintain a clean and organized café environment.
 - b. Perform routine cleaning tasks.
 - c. Monitor and restock supplies as needed.
5. Monetary Transactions:
 - a. Handling transactions accurately and responsibly.
 - b. Operate point of sales terminals and handle transactions with an elevated level of integrity.
6. Product Knowledge:
 - a. Stay informed about menu items, ingredients, and any specials.
 - b. Provide information about dietary options and accommodate customer requests when possible.
7. Team Collaboration:
 - a. Work closely with other team members to ensure smooth operations.
 - b. Communicate effectively with the team and contribute to a positive work environment.
8. Promotions and Upselling:

- a. Promote current specials, loyalty programs or other promotions to customers.
- b. Upselling additional items to enhance the customer experience.

Top characteristics for this role:

- Ability to multitask and work in a fast-paced environment.
- Excellent communication and interpersonal skills
- Knowledge of food safety and sanitation practices.

Related Learning Outcomes:

- Creates hospitable environment that guests and other stakeholders perceive as valuable safe and sustainable (LO1).
- Creates connections and build network that supports realizing organisational goals and affected communities (LO2).
- Makes well-founded decision that can be justified to stakeholders (LO3).
- Analyses guest and other stakeholders in a hospitality context anticipate effectively on their needs and interests (LO4)

Or

- Provides creative solutions that add value to the hospitality industry and its environment (LO5)
- Acts as a leader who can adapt to situations and circumstances to guide, manager, and lead teams effectively (LO6)
- Develops and shares a sustainable mind-set to have a positive impact on tomorrow's world (LO7)
- Understands own norms and values to reflect on ethical behaviour as a professional (LO9)

Year 2: Café Supervisor

The Café supervisor plays a pivotal role in the successful operation and management of the café. The responsibilities encompass overseeing the daily activities of the team, ensuring high-quality customer service, maintaining cleanliness, and contributing to the overall success of the establishment. Your leadership skills, attention to detail, and commitment to excellence will be crucial in creating a positive and efficient environment. The roles and tasks include:

1. Team Leadership:
 - a. Supervise and lead the café team, including baristas and other staff.
 - b. Schedule and organise team shift to ensure adequate coverage during the operating hours.
2. Quality Control:
 - a. Conduct regular inspections of food and beverage preparation to maintain quality.
 - b. Address any issues related to product quality, presentation, or service promptly.
3. Customer Service Excellence:
 - a. Model and promote outstanding customer service among team members.
 - b. Handle customer inquiries, concerns, and feedback in a professional and positive manner.
4. Operational Oversight:
 - a. Ensure adherence to established procedures and quality standards.
 - b. Monitor inventory levels, placing orders, as necessary.
 - c. Oversee cash handling procedures and reconcile daily sales.
5. Training and Development:
 - a. Train and new team members on food and beverage preparation, customer service, and safety protocols.
 - b. Provide ongoing coaching and development opportunities for team members.
6. Cleanliness and Maintenance:
 - a. Maintain a clean and organised café environment.
 - b. Ensure that routine cleaning tasks are performed, including equipment and surface cleaning
7. Staff Scheduling
 - a. Create and manage staff schedules, considering peak hours and business trends.
 - b. Address scheduling conflicts or adjustments as needed.

8. Promotions and Marketing
 - a. Implement and promote marketing initiatives or promotions to drive sales.
 - b. Collaborate with management on innovative ideas to attract and retain customers.
9. Collaboration with Management:
 - a. Communicate effectively with upper management regarding operational updates.
 - b. Contribute to decision-making processes related to menu changes, promotions, or improvements.

Top characteristics for this role:

- Strong leadership and communication skills
- Knowledge of food safety and best practices.
- Excellent organisational skills and time management skills.
- Ability to handle customer concerns with diplomacy and tact.

Related Learning Outcomes:

- Building a Professional Network (LO2)
- Sustaining a Professional Network (LO2)
- Creating valuable solutions for the hospitality industry (LO5)
- Implementing and evaluating innovative solutions for the hospitality industry (LO5)
- Tactical Leadership (LO6)
- Strategic Leadership (LO6)

Year 3: Café Brandstof Manager

The Café Manager will be responsible for the overall success and smooth operation of the café. Your role encompasses a wide range of responsibilities, from overseeing daily operations and managing staff to implementing strategic initiatives that contribute to the growth and profitability of the establishment. The roles and tasks include:

1. Operational Management:
 - a. Oversee all aspects of daily café operations, ensuring efficiency and adherence to quality standards.
 - b. Implement and enforce operational policies and procedures.
2. Staff Leadership:
 - a. Recruit, train, and manage café staff including baristas, supervisors, and other team members
 - b. Conduct performance reviews and provide ongoing feedback and development opportunities.
3. Customer Service Excellence:
 - a. Foster a customer-centric environment by setting and upholding lofty standards of service.
 - b. Address customer concerns and feedback in a professional and timely manner.
4. Financial Management:
 - a. Develop and manage budgets, including sales forecasts and expense control.
 - b. Monitor and analyse financial performance, implementing strategies to achieve revenue and profit targets.
5. Quality Control:
 - a. Maintain lofty standards for food quality, presentation, and service.
 - b. Conduct regular inspections to ensure adherence to health and safety standards.
6. Community Engagement:
 - a. Build and maintain positive relationships with the local community.
 - b. Participate in community events and collaborate with local businesses.
7. Inventory and Supply Chain Management:
 - a. Oversee inventory levels and ordering to ensure optimal stock levels.
 - b. Build relationships with suppliers and negotiate favourable terms.
8. Healthy and Safety Compliance:

- a. Ensure compliance with health and safety regulations and food safety standards.
 - b. Conduct regular inspections to identify and address potential hazards.
- 9. Strategic Planning:
 - a. Contribute to the development and implementation of long-term business strategies.
 - b. Identify opportunities for growth and improvement in collaboration with the management team.
- 10. Marketing and Promotions:
 - a. Develop and execute marketing initiatives to drive customer traffic and increase sales.
 - b. Implement promotions, loyalty programs, and other strategies to enhance customer engagement.

Top characteristics for this role:

- Strong leadership and interpersonal skills
- Excellent problem-solving skills and decision-making skills.
- Excellent organisational and multitasking abilities.
- Knowledge of health and safety regulations.
- Effective communication skills.
- Ability to work in a fast-paced and dynamic environment.

Related Learning Outcomes:

- Reflecting on personal sustainable mindset (LO7)
- Reflecting on professional sustainable mindset (LO7)
- Global citizenship – adapt own contribution effectively (LO8)
- Understanding professional behaviour (LO9)
- Solving professional and ethical issues (LO9)
- Strategic Business Improvement (LO1)
- Sustaining a professional network (LO2)
- Strategic Decision Making (LO3)
- Strategic Forecasting (LO4)
- Implementing and evaluating (LO5)
- Strategic Leadership (LO6)

