



# Job Description

## Café Supervisor

As a Café Supervisor you will oversee the day to day operations of the Village café, ensuring exceptional customer service, efficient workflow, and adherence to quality and cleanliness standards. Your role involves coordinating the cafe team and tasks, and maintaining a welcoming atmosphere for visitors.

*This job description provides an overview of the responsibilities and tasks of the role. You may be required to perform job related tasks other than those specified.*



**STRONG ENOUGH TO CARE**



**ONE TEAM**






**STRIVE TO BE THE BEST**



**BRINGING THE BEST OF LIFE**

<b>Business Unit</b>	Operation
<b>Department / Team</b>	Food Services
<b>Reporting Line</b>	Chef Manager
<b>Contribution / Responsibilities</b>	<p><b>Supervision/coordination</b></p> <ul style="list-style-type: none"> <li>• Coordinate the café team and daily tasks to ensure smooth operation, efficient workflow and great visitor experience</li> <li>• Support Chef Manager in coordinating, planning and catering resident functions and events as required</li> </ul> <p><b>Daily operation of the on-site café</b></p> <ul style="list-style-type: none"> <li>• Cabinet and fridges stock ordering and control (minimising wastage)</li> <li>• Ensure food and drinks served are presented well, are of high quality and tasty</li> <li>• Maintain attractive presentation of the cabinets and fridges</li> <li>• Preparation, storage and presentation of light meals (wraps, sandwiches, slices etc.) as per the food control plan</li> <li>• Providing Barista services</li> <li>• Cash handling and reconciliation of daily takings</li> </ul> <p><b>Provide quality customer service</b></p> <ul style="list-style-type: none"> <li>• Offer high quality, customer centric café experience to cafe visitors by creating a warm, friendly and welcoming environment</li> <li>• Address customer enquiries, feedback and complaints appropriately, ensuring a pleasant dining experience</li> </ul> <p><b>Quality control</b> Demonstrate compliance to all regulatory and hygiene requirements for food handling including:</p> <ul style="list-style-type: none"> <li>• Maintain cleanliness and organisation of the café, including equipment, dining areas and drink stations, in accordance with health &amp; safety standards</li> <li>• Dishes, cutlery and food preparation utensils are cleaned after each meal and all surfaces kept clean between customers</li> <li>• Ensure café is audit-ready every day by regularly checking and monitoring that the café is compliant with health &amp; safety standards</li> </ul>
<b>People Leadership (if applicable)</b>	While the Café Supervisor has no direct reports, they are expected to work with the Chef Manager and coordinate staff rostered to ensure smooth operation of the Café; they should support the Chef Manager in fostering an inclusive team culture that works effectively with other teams to support Summerset's goals and the residents' experience. Observed performance issues should be raised with the Chef Manager to manage.
<b>Health &amp; Safety</b>	Be a proactive contributor to ensuring the health & safety of our people, our customers, our contractors and our residents. This includes conforming to Summerset's safety culture expectations of an environment of zero-harm and compliance with health and safety policies and procedures.
<b>Qualifications and Experience</b>	<ul style="list-style-type: none"> <li>• Exceptional customer service and interpersonal skills</li> <li>• Excellent communication and organisational skills as well as the ability to multi-task</li> <li>• Demonstrated ability to work autonomously as well as part of a team</li> <li>• Demonstrated high level of self-motivation and initiative to set and achieve goals</li> <li>• Ability to demonstrate experience at food preparation and hygiene standards</li> <li>• Experience in operating a café is desirable (but not essential)</li> <li>• Barista qualification preferred</li> <li>• Current Food Handling certificate</li> <li>• Experience with cash handling and basic financials</li> <li>• Strong understanding of food safety</li> <li>• High level of personal hygiene</li> </ul>

<b>Relationships</b>	<ul style="list-style-type: none"> <li>• Village Manager</li> <li>• Chef Manager</li> <li>• Kitchen and Café staff</li> <li>• Hospitality Services Manager</li> <li>• Food Services Quality Lead</li> <li>• Regional Food Lead</li> <li>• Other village staff</li> <li>• Village residents and visitors</li> <li>• Food suppliers</li> </ul>
<b>Dimensions</b>	<ul style="list-style-type: none"> <li>• Nil direct reports</li> <li>• Nil opex / capex budget</li> </ul>
<b>Other</b>	<ul style="list-style-type: none"> <li>• This job includes all the main duties and responsibilities of the role; however you may be required to do other tasks and duties, which would reasonably fall within the responsibilities and skills of the role</li> </ul>

<b>Values</b>		
 <b>STRONG ENOUGH TO CARE</b>  We treat our residents like family. We do what's right. We respect people as individuals.	 <b>ONE TEAM</b>  We look out for each other. We take ownership and follow through. We share and listen to each other's ideas.	 <b>STRIVE TO BE THE BEST</b>  We work hard. We like to win. We're always learning and improving.