

Café Manager/Creative Cook Job Description

Gilbert White & The Oates Collections

High Street, Selborne, Alton, Hampshire GU34 3JH



Job Title	Café Manager/Creative Cook
Salary	£25,000 (full time)
Department	White's Café-Bistro
Reports to	Commercial Manager
Purpose of job	To deliver food service at White's café-bar, to prepare food to the highest standard, achieve profitability targets and ensure that customers receive a first class experience, thereby retaining their ongoing custom to build an established and regular customer base.

Responsible for:

1. Responsible for profitable running of the café-bar against set targets.
2. Developing a seasonally changing, sustain menu, using – where possible – home grown produce, to increase footfall to the café-bar and promoting 'plot to plate' ethos
3. Baking and cooking on a daily basis
4. Training and developing a team of kitchen staff that supports an ethos of high customer satisfaction
5. Ensure a high quality of food is served at all times
6. Ensure that a high standard of presentation is consistent to the food served
7. Develop outside catering menus for events and private parties
8. Ensure food hygiene regulations, health/safety policies and procedures are followed at all times.
9. To work closely with the Commercial Manager and Directors to support the aim and objectives of the business

Duties and Responsibilities:

1. Core duties

- ➔ Ensure customers receive high levels of customer service
- ➔ Achieve, maintain and grow a regular customer base
- ➔ To work with the Marketing department to develop local advertising and special offers to entice customers to return
- ➔ Ensure food cost/gross profits are achieved by controlling food portion size whilst minimising waste
- ➔ Start to build a menu that is sustainable, locally sourced and calorie concious

2. Training and development

- ➔ Induct and regularly appraise new kitchen staff
- ➔ Train and develop staff by embracing their strengths and nurturing their weaknesses
- ➔ Working side by side with the kitchen staff to build a strong and committed team

3. Kitchen

- ➔ Planning exciting, innovative and cost effective menus with the Kitchen Manager
- ➔ Oversee food rotation, waste utilisation and implement regular stocktakes
- ➔ Adhere to purchasing policy, ensuring supplies are properly issued, used and accounted for.
- ➔ Ensure kitchen staff clean down all equipment and fittings and record as necessary
- ➔ Liaise with Museum gardener to enhance 'garden to table' offerings
- ➔ Inspect dishes for quality, temperature and attractiveness before serving

4. Daily baking requirements:

- ➔ Baking cakes, scones, savory items on a daily basis
- ➔ Assessing the needs of White's on a Friday to batch bake for the weekend.
- ➔ Order all ingredients
- ➔ Liaising with the Gardener to provide fresh produce
- ➔ Cleaning and complying with all health and safety requirements

5. Health and safety

- ➔ Ensure compliance with statutory regulations regarding hygiene and health and safety
- ➔ Maintain appropriate food records to meet food regulations and the policies of the Business
- ➔ You may be required during the course of your employment to carry out any other duties which are reasonable and within your capabilities in order to meet the needs of the business.

6. Food Preparation, Catering Operations, Food Hygiene & Safety

Take responsibility for delivering well-presented food of consistently high quality, ensuring that high standards of food hygiene and health and safety are met and maintained.

- ➔ To undertake basic food hygiene awareness training and essential health and safety training in accordance with current legislation and organisational policy and procedures and as an annual refresher.
- ➔ Record keeping – ensure that necessary checks are made and recorded in accordance with our Food Hygiene Policy.
- ➔ With the support of the Kitchen Manager, review and revise standard menus on a periodic basis, producing appropriate costings.
- ➔ Ensure that all food is produced and prepared in accordance with the food hygiene standards identified within our Food Hygiene Policy.
- ➔ Produce, prepare and present food to a consistent standard as described on our standard menus ensuring.
- ➔ To organise and help plan, cost/prepare food for Museum functions and events as required.
- ➔ Take responsibility for checking food deliveries.
- ➔ Ensure all stock is stored appropriately, labelled and used in rotation.
- ➔ Undertake stock taking as required & place purchase orders with our nominated suppliers as necessary.
- ➔ Ensure all equipment is used correctly and appropriately.
- ➔ Devise, implement and monitor all catering cleaning schedules for the FSC kitchen.
- ➔ Ensure COSHH policy and procedures are understood and adhered to.
- ➔ Wash up, manually and by machine.
- ➔ Ensure correct and appropriate rubbish and recycling disposal.
- ➔ Ensure all costs are controlled & food costings regularly reviewed and updated to maintain established profit margin targets.

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Personal Hygiene & Appearance

Observe good personal hygiene and be of well-groomed appearance at all times, as detailed within our Food Hygiene Policy, setting a good example to all assistants. This include, but is not limited to, the following:

- ➔ Hair to be tied up
- ➔ Nails free from polish
- ➔ Clean clothes and apron
- ➔ Take responsibility for ensuring that all assistants observe the standards and procedures detailed in the Museum's Food Hygiene Manual.

Knowledge, Skills, Attributes and Experience Required

Knowledge

- ➔ Commercial awareness, able to support profit driven activity. (E)
- ➔ Principles and commitment to the importance of excellent customer service. (E)
- ➔ Knowledge of the importance of Food Hygiene, Health, Safety and Licensing legislative requirements. (E)
- ➔ Holds a Level 3 Intermediate Food Hygiene Certificate. (E)
- ➔ Good IT skills, able to use Microsoft Office software (Word, Excel and Outlook) with confidence and accuracy. (E)

Skills / Attributes

- ➔ A team player, able to work flexibly and positively with others. (E)
- ➔ Commitment to achieving standards of excellence. (E)
- ➔ To work well under pressure maintaining a cool, efficient and professional demeanor. (E)
- ➔ Self-motivated, energetic with strength of personality. (E)
- ➔ Proven organisational skills. (E)
- ➔ A positive approach to problem-solving. (E)
- ➔ Able to work independently and reliably with minimal supervision. (E)
- ➔ Good verbal communication skills. (E)
- ➔ Good numeracy and literacy skills. (E)
- ➔ A good eye for detail and excellent presentation skills. (E)
- ➔ Motivational skills, able to lead by example and communicate operational procedures effectively. (E)

Experience

- ➔ Experience in the catering & hospitality sector.
- ➔ Experience of working in a busy, customer focused operation. (E)
- ➔ Experience of preparing costings. (E)
- ➔ Experience of financial transactions including cash and electronic payments. (E)

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During your employment you must:-

1. comply with all lawful and reasonable instructions of the charity and carry out all duties diligently and to the best of your ability;
2. do your utmost to promote the interests and reputation of the charity and refrain from making any false or misleading statement relating to the charity or its suppliers, clients; and
3. take all possible care not to damage any of the charity's property or equipment

I have received and read my job description and understand that it acts as a guide to my duties and responsibilities.

Employee Signature: _____

Employee Name: _____

Date: _____