



Job Description

Title: CAFÉ SUPERVISOR

Reports to: Assistant Manager

Summary of Position:

As Cafe Supervisor you will handle customer complaints, café issues and will act as the communicator between floor staff and management. Cafe Supervisors oversee all functions of café staff working under them.

A Cafe Supervisor's attitude directly affects how Launch Trampoline Park as a whole is perceived. Your main functions are to ensure that all food safety polices, health department policies and company policies are being adhered to.

Duties & Responsibilities:

Café Supervisor Duties:

- Resolves customer complaints
- Receive food deliveries & puts in proper place (storing all food / beverages at appropriate temperatures)
- Dates all food with delivery date and stores in proper place
- Re-Dates all food when moved to the café (from freezer to refrigerator)
- Ensures all health department rules, regulations & protocols are adhered to by themselves and all Café staff
- Regularly preforms temperature checks of freezers / refrigerators & reports any variances to management
- Stores and rotates all products properly, adhering to FIFO regulations
- Maintains an up to date ServeSafe certification
- Oversees all functions of Café staff
- Receives prepared break schedule from Assistant Manager
- Breaks Café staff when needed / necessary
- Completes Incident Reports in Café area when needed / necessary
- Completes Weekly Café Maintenance checklist & turns into Assistant Manager, noting any issues within the Café
- Acts as the communication between Management & Café staff
- Reports food / drink & cleaning product shortages to Management
- Assists / Oversees in opening & closing duties

- Assists in training new Café staff
- May supervise and oversee other areas/stations and personnel depending upon management staffing needs.

Café Duties:

- Prepares all café menu items using standard facility equipment ensuring quality and efficiency and customer satisfaction.
- Assumes responsibility for quality of products prepared and served.
- Maintains the cleanliness of the café to meet or exceed Health Department standards for cleanliness, food handling and sanitation.
- Monitors stocks of ingredients and food items and assists with the preparation of inventory supply orders.
- Ensures the neatness, cleanliness and orderliness of the facility by sweeping, mopping, stocking shelves, removing trash, etc.
- Properly stores, labels and dates all products.
- Ensures that all items meet or exceed food safety standards.
- Presents a clean-cut, neat and professional image.
- Properly maintains and uses all equipment per manufacturer's and company specifications.
- Exhibits and encourages proper hygiene and sanitary habits.
- Maintains a friendly, courteous and cheerful demeanor at all times.
- Provides assistance to other employees to contribute to the best overall operation of the park.
- Constantly cleaning all countertops and tables in café seating area.
- Constantly pushing in chairs and straightening up café seating area.
- Re-stock condiment area and make sure everything is neat and clean.
- Performs other duties or roles as assigned by management & owners
- Prepares customer orders to company specifications.
- Completes opening and closing checklists on a daily basis.

Qualifications:

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- High school diploma preferred
 - Restaurant kitchen experience preferred
 - Willingness to be a team player and hard worker.
 - Must be friendly and outgoing.
 - Facility experience a plus but not required.
 - Able to communicate clearly with customers and other employees.
 - Able to reach, bend, stoop and frequently lift up to 40 pounds.
 - Be able to work in a standing position for long periods of time (up to 9 hours).
 - Able to see clearly (with or without glasses) to read, interpret and understand recipes, menus, food orders, packing slips, etc.
 - Able to hear and speak effectively.
 - Able to sense degrees of temperature.