

POSITION DESCRIPTION

POSITION TITLE:	Cafe Captain
EMPLOYER:	Aligned Leisure Pty Ltd
LOCATION:	Cardinia Life, Pakenham VIC
DEPARTMENT:	Café
REPORTS TO:	Head of Facilities
DIRECT REPORTS:	Café Attendants
TYPE OF EMPLOYMENT:	Part Time

COMPANY PROFILE

Aligned Leisure is a 100% owned subsidiary company of the Richmond Football Club, established as a vehicle to manage the operations of Richmond's health, fitness and leisure business activities.

Aligned Leisure will deliver best value to our partners by aligning our programs and services with important local Municipal Health & Wellbeing Plan's that highlight unique key community priorities. Our programs and services are not about us, they are about our partners and they will at all times be in total alignment with the needs of the specific community that we are servicing.

POSITION PURPOSE:

The Cafe Captain will oversee the Café operations in Cardinia and deliver service quality that exceeds the expectations of our customers. The Café Captain will be relentless in delivering outstanding service, maximising sales opportunities and building quality relationships with facility users. The Café Captain will be proactive in providing visible leadership and direction to all staff, ensuring that profit is maximised, presentation and cleanliness is of the highest standard and with the highest possible level of service. They will act as supervisor for the café facility and ensure compliance with all regulations and policies at all times.

They are ultimately responsible for the sales, service and quality. They have the authority to make the necessary decisions to ensure the highest levels of safety and customer experience are maintained at all times.

KEY RESPONSIBILITIES:

1. Daily operation of the Café - preparation, operation, presentation and sales

- Provide a high standard of customer service.
- Ensure the highest levels of cleanliness, presentation and hygiene at all times.
- Ensure that the café is set up appropriately for operations.
- Leadership and supervision across the café team.
- Educate all staff on the shifts activities to ensure they are prepared to deliver the best possible service.
- Ensure all complaints are followed up in a timely manner.
- Ensure all reports, checklists and procedures are completed and signed off by the Head of Supporting Services.
- Prepare food and beverages to be presented and purchased by our customers, maximising sales opportunities.
- Present a well-stocked, clean and professional café at all times to the customer.
- Manage stock and stock levels; ordering, invoicing.
- All administrative duties that are required as part of a successful café function, including health regulation reporting and completion of checklists.

2. Compliance with regulations and policies

- Department of Health and Human Services- Food Safety Act 1984
- Food Safety Standards Australia and New Zealand Food Safety Code
- Cardinia Shire Council's Environmental Health Office.
- Maintain a thorough understanding of the hospitality industry, emerging trends and regulations.

3. Outstanding service delivery to all customers and stakeholders

- Aligned Leisure will be renowned for delivering outstanding service and providing memorable experiences for our customers. In your role, you will be relentless in identifying these opportunities and you will always ask yourself "How would I want a member of my family treated in this situation?"
- All Aligned Leisure staff will understand and deliver on our customer charter and service promise.

4. Health and Safety of all staff and customers

- Comply with all applicable policies and procedures.
- Oversee the evacuation of the cafe facility as directed by the Duty Captain and in accordance with training.

- Act as Area Warden for the Cafe facility.
- Implement and documents hazard and environment inspections, risk assessments, risk controls and corrective actions.
- Risk assess work instructions to identify any hazards and take action to rectify any identified risks.
- Ensure the dissemination of OHS, Risk and Environment information to staff relevant to their roles and responsibilities.

The Cafe Captain may from time to time be required to undertake other tasks as directed by the Head of Facilities.

KEY RELATIONSHIPS:

- Customers & Members
- Café Attendants
- Duty Captains
- Head of Facilities

ESSENTIAL QUALIFICATIONS AND EXPERIENCE:

1. Experience in delivering exceptional customer service
2. Food handling certificate
3. WWCC
4. First Aid & CPR

PERSONAL ATTRIBUTES:

1. Focused on the customer experience.
2. High level communication and consultation skills, including a commitment to open, honest, two-way and frequent communication.
3. Strong ability to manage and also work autonomously.
4. Decision making skills, including the ability to consult and gather information, consider alternatives, communicate decisions and review outcomes in a timely manner.
5. Highly organised.
6. Disciplined to manage the varied components to this role.
7. Relentless in their approach to delivering exceptional service.
8. The ability to make strategic decisions as well as execute operational requirements.
9. The ability to provide coaching and mentoring to other café staff.
10. A commitment to professionalism and accountability.

PERSONALITY TRAITS:

1. Leadership.
2. Professional.
3. Approachable.
4. Relentless.

APPROVED:

General Manager – Operations, Aligned Leisure

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