

## Coffee Shop Manager

The Cape Town International Convention Centre (CTICC) is so much more than just another convention centre. An exceptional centre requires exceptional staff and the culture of the CTICC is one of teamwork, recognition, personal accountability, and service excellence. We understand that it is only our people who make us the success we are and, as a result, we make every effort to ensure that we recruit and retain talented, qualified and enthusiastic leaders, who are team players, able to embrace our values, fit in with our culture and recognise the value of hard work in a dynamic exciting environment.

CTICC

**The main purpose:** The coffee shop Manager will be responsible for managing, leading and planning for the day to day operations of the coffee shops in CTICC1 and CTICC2. Together with the Executive chef and the Head of Food and Beverage, the Coffee shop manager will be responsible and involved in managing the Public Catering for events, thereby being a member of the Public Catering core team.

**Reporting to the:** Head of Food & Beverage

### Qualifications:

- Matriculation
- A Diploma or Relevant Hospitality/Food & Beverage management qualifications
- Computer literate

### Skills & Experience:

- 2-5 years relevant experience in the hospitality industry or as a restaurant manager
- Food safety & handling knowledge
- Inventory management knowledge
- Operating Point of sales system
- Experience in managing and leading a team is essential
- Ability to manage time
- Strong management, planning and organizational skills
- Basic Financial management skills
- Conflict management skills

### Key responsibilities:

- Effectively managing and executing the day to day operations of the Coffee shops
- Responsible for ensuring that all the staff maintains high standards of product and service in the coffee shops while fostering a positive environment for both our clients and customers. Monitor service standards according to set SOPs
- Work closely with the assigned chefs to achieve the set revenue targets
- Responsible for the management of FOH and BOH staff including Coffee Shop Supervisors, Waitrons, Baristas, Cashiers, Stewards and work with the assigned chefs to manage the kitchen staff
- Monitor customer satisfaction and take appropriate action on customer complaints
- Prepare handovers after each shift and circulate the daily report to the Food and Beverage management team



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- Be instrumental and innovative in sharing ideas to grow the business at the coffee shop and increase profit margins
- Understand the key target market during the public events and develop service requirements around each event
- Understand the impacts of Safety and Hygiene and ensure cleanliness is kept at all times in the kitchens and restaurants while adhering to HACCP and ISO regulations
- Conduct on the job training for staff and consistently monitor, coach and encourage staff members to meet the required CTICC service standards
- Ensure staff adhere to cash handling and cash up procedures
- Assess the business levels and roster staff in line with business levels to ensure efficient service is provided while monitoring staff costs
- Ensure All operating costs are managed in line with the revenues and approved budgets

**Personal attributes:** This position would suit an individual with excellent command of the English language, excellent customer service attributes, Individual should be outgoing, well groomed, with a vibrant and a stress-resistant personality.

Kindly submit confidential applications to <https://www.strategy-rm.co.za/cticc/>  
Closing date: **25<sup>th</sup> September 2017**

The CTICC is committed to Employment Equity and particularly welcomes applications from suitably qualified Historically Disadvantaged Individuals (HDI's)  
For more information on the Cape Town International Convention Centre please visit: [www.cticc.co.za](http://www.cticc.co.za)



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