

# Shop Manager - the loaf

## Job Description June 2014

### **1 Job Purpose**

- 1.1 To manage the Crich shop, café and kitchen.
- 1.2 To ensure excellent customer service at all times.
- 1.3 To supervise staff in the fulfillment of their duties.
- 1.4 To drive revenue growth across the business.
- 1.5 To maintain a clean and safe working environment.
- 1.6 To deputise for the owners in matters relating to the business.

### **2 Key responsibilities**

#### **2.1 Shop management**

- 2.1.1 To serve and advise customers on the products for sale and in the cafe, offering alternatives where appropriate.
- 2.1.2 To answer phone calls and deal with queries/orders from customers & suppliers including taking and record pizza night bookings.
- 2.1.3 To take bread, and related product, orders and prepare these orders within your shift where possible and/or ensure these are recorded in the order book ready for the next shift or subsequent days
- 2.1.4 To liaise with the Chef and Kitchen assistants to ensure that the menu items are available to customers in a timely way, and that unavailable items are communicated on a daily basis finding alternatives where possible. Also within this framework ensuring that goods nearing their sell by or best before dates are used by the kitchen where appropriate.
- 2.1.5 To assist in food preparation and in compilation of take away and café food where necessary.
- 2.1.6 Keeping the bread and deli shelves and chilled counters clean and organized ensuring that the displays of products are well laid out and signs are easily read by customers.
- 2.1.7 Ensure that the till is stocked with cash appropriately and collect change as necessary.
- 2.1.8 Cash up once the shop is closed and bank money as is necessary
- 2.1.9 To ensure that customers using 'the bakehouse' training and meeting facility are welcomed and made comfortable.

#### **2.2 Stock management**

- 2.2.1 Monitor and manage stock levels across all products in order to minimise waste whilst maintaining availability.
- 2.2.2 To assist in the acceptance of deliveries and subsequent pricing of products.
- 2.2.3 Ensuring that the deli shelves and chilled counters are stocked appropriately and oldest stock is brought to the front.
- 2.2.4 To manage stock and sundry supplies by stock checking and placing relevant orders on specified days or as the need arises liaising with the the owners regarding information and pricing of products.

#### **2.3 Customer service**

- 2.3.1 Ensure that a friendly and welcoming approach is given at all times so that customers have a positive experience at the loaf, recommend us and come back.
- 2.3.2 Ensure that all staff maintain an excellent standard of service to customers at all times
- 2.3.3 Deal with all customer queries and complaints promptly and to their satisfaction

#### **2.4 Supervision**

- 2.4.1 Ensure that the shop has the correct level of cover day to day, covering when and where necessary in yours and other shops for annual leave and sick leave
- 2.4.2 To supervise other staff in their duties and check that tasks are completed in a timely manner and especially that a customer focused approach is taken.

2.4.3 Ensure all duties and tasks are carried out and that all staff have the required knowledge about service and products daily and on an ongoing basis.

2.4.4 Demonstrate leadership at all times so that all staff feel part of a team, remain motivated and contribute to business objectives

## 2.5 **Revenue growth**

2.5.1 To actively promote products within the business by regularly using point of sale information and by sampling products advising the owners regarding any business opportunities that may come to light.

2.5.2 Being aware of and acting on business opportunities, including for the Bakehouse training and conference room.

## 2.6 **Health, safety and hygiene**

2.6.1 To operate and oversee the business's Food Management System, ensuring compliance with all record keeping, including ensuring that machinery is operated and cleaned safely and maintained appropriately.

2.6.2 To undertake any cleaning duties (operating with a 'clean as you go mentality') as required for the business during your shift, including immediate clearing and wiping down of tables in the café and general tidiness in the shop.

2.6.3 To report any incidents, and bring to the attention of the owners, including but not exclusively, accidents, injuries and hazards.

## 2.7 **Deputising for owners**

2.7.1 Being a key-holder for the business and a point of contact including out of hours

2.7.2 Deputising in matters of statutory responsibility such as Trading Standards, Health and Safety, Fire Safety and Food Hygiene

2.7.3 Taking charge when owners are away or unavailable.

## 3 **Responsible for**

3.1 Promoting a safe working environment

3.2 Ensuring that all procedures and processes are adhered to

3.3 Ensuring a customer focused approach.

## 4 **Responsible to**

4.1 The owners