



## **JOB DESCRIPTION**

### **ASSISTANT CAFE MANAGER**

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**ACCOUNTABLE TO:** Cafe Manager, Estate Director & Finance Director

**LOCATION:** MacLeod Tables Cafe, Dunvegan Castle

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#### **JOB SUMMARY:**

- Responsible for assisting the Cafe Manager with all aspects of managing the Café, line management of the team and other catering operations at Dunvegan Castle and Gardens, as appropriate within the open season.
- To provide the highest standards of product, service, visitor welcome and hygiene/cleanliness of the premises.
- Assisting with ordering and security of stock and equipment, security of the premises and for compliance with Food Hygiene standards and the estate's H&S policies.

This is a hands-on managerial role requiring daily cash-handling, recording stock and monitoring temperatures, food preparation, ordering and other tasks as required for the day-to-day running of this busy cafe hub at Dunvegan Castle.

The role involves regular weekend working and on occasion, the post holder may be required to perform other duties and/or tasks at other times as reasonably requested by the MacLeod Estate.

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#### **KEY RESULT AREAS:**

##### **Staff Management**

- Lead by example and foster a positive can-do working ethos in the café team.
- Delegate tasks through regular staff briefings and effective communication to ensure that the cafe operates efficiently, and high standards of customer service are maintained.
- Assist with staff rotas to make most efficient use of time and the teams skillsets.
- Assist with the seasonal induction of new team members within the catering dept.
- Be accountable for their own development through the Performance and Development Review process, seeking out opportunities to learn new skills.

##### **Customer and Visitor Care**

- Ensure that the catering facilities and environments are clean, neatly presented, appropriately stocked, safe and well maintained.
- Ensure the team remain focussed under pressure to exceed our visitor's expectations.
- Ingather and respond to customer comments, queries and feedback.

## **Food Preparation**

- Oversee the presentation of our food offering to ensure that high quality is maintained.
- Introduce and maintain an efficient system for the ordering of provisions, responding to the changing levels of business, in order to achieve financial targets, such as gross profit margins.
- Oversee and review menu options depending on how busy the café becomes, working to secure the catering strategy as directed by the Cafe Manager, Estate and Finance Directors. .

## **Health & Safety, Food Hygiene, Licensing, Fire & Security**

- Take reasonable care to ensure the health, safety and security of self, employees, visitors, suppliers, cash, stock and premises
- Ensure staff are appropriately trained in equipment use; statutory food hygiene compliance, health and safety and fire and emergency procedures
- Take reasonable care for the Health & Safety of yourself and of others who may be affected by their decisions and actions in the workplace

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### **Key Relationships: Internal**

Cafe Manager, Accounts Assistant, Estate Foreman. Finance and Estate Directors.

### **External**

Suppliers, Contractors

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## **KNOWLEDGE, SKILLS, AND EXPERIENCE:**

### **Knowledge:**

- Self-Motivated, enthusiastic, dynamic and energetic
- Experience of management in a catering environment
- Food Hygiene Legislation in relation to the MacLeod's Table Cafe operations
- Food presentation, display and merchandising techniques
- Computer/touchscreen till competency. Training will be provided.

### **Skills & Qualifications:**

- High attention to detail, quality and presentation.
- Basic Food Hygiene – essential. Intermediate level – desirable with willingness to train up to this level.
- Flexible and adaptable
- Customer focussed
- Computer Literate
- Creative & Innovative

- Good Communicator with staff, customers, external contractors, and other stakeholders
- Good planning and organisational abilities

**Experience:**

- Food preparation
- Working within a catering environment
- Budget control
- Customer service delivery
- Experience of catering for VIP private events and functions