

Job Position: Management Trainee (Operations)

He/she is responsible for managing the day-to-day store operations, maintaining high store standards and conditions, and fostering a positive environment, which provides consistent fast, efficient, and friendly service ensuring a Total Quality Experience for both our customers and team members

Scope of Work

Product Knowledge

- Good understanding of the various types of products
- Ensures that all Company's recipes and procedures are followed, maintaining the highest quality and consistent product standards.
- Daily calibration and dialing in of espresso machine and grinder to company's quality standards
- Being able to discern between a good and a bad espresso shot, followed by rectifying the issue (if any)
- Able to steam and texture milk to company's quality standards – ensuring a velvety and smooth consistency
- Proper maintenance and care for all coffee equipment – includes thorough daily cleaning, after peak hours, as well as maintaining a clean work area throughout the day

Customer care & service

- Equip customers knowledge about product range
- To perform assigned tasks including taking customers' orders, serving of food and drinks, ensuring guests needs are met
- Pro-active in solving customer problems and satisfying customers in various situations.
- Adhere to all food hygiene standard and procedures

Outlet sales & management

- Plans, executes and communicates all sales promotions and new product information effectively and efficiently.
- Uses techniques on suggestive selling and up selling in order to boost store sales and increase satisfaction
- Ensures and is accountable for profitability of the store by growing sales and controlling costs of goods, inventory levels, labor, supplies and expenses.
- Ensure consistency of product presentation, display and branding by checking the quality of the products, menus, marketing displays to ensure that they are good condition and correctly placed
- Oversees all cash and media management functions. Able to perform all POS duties, front and back of house functions including opening and closing procedures, coordinating with the Corporate Office as necessary
- Maintains proper loss prevention standards, reviewing cash handling procedures, deposits and safe procedures.
- To work together as a team when on station
- In charge of other duties such as replenishing of stations, clearing of tables etc
- Maintains a clean well-merchandised store, following visual presentation plans and standards.
- Maintains high cleanliness standards consistently throughout the store in the areas of store appearance, merchandise and equipment
- To perform any other duties as and when required and assigned by immediate supervisors or other representatives of the management