

JOB DESCRIPTION

JOB TITLE: Cardiff Arms Café/Bar Supervisor
(employed by Compass Group UK)

LOCATION: Cardiff Arms, 8 Westgate St, Cardiff

REPORTS TO: Deputy General Manager

RESPONSIBLE FOR: Catering Assistants, Porters and kitchen staff

INTERNAL LIAISON: General Manager, All departments within location, and stadium.

EXTERNAL LIAISON: Clients, Customers and Suppliers

SALARY : £18,000 PER ANNUM. Hours to meet the needs of the business – 5 out of 7 days per week

PURPOSE OF THE JOB:

To ensure the overall management of the retail operation in the Café/Bar, including set up, break down and operation of these areas, with special focus on exceeding customer expectation. Ensuring that the liquor licence is adhered to at all times

great people



GREAT PEOPLE	KPI'S
Lead your team by communicating and motivating individuals effectively toward achievement of objectives.	Feedback from colleagues. Offers support when required.
Attend all regular meetings and ensure that relevant information is cascaded as appropriate.	
Produce and manage rota's for the retail team and manage performance. Ensure Chef's rota is available	

great service

GREAT SERVICE	KPI'S
Acknowledge and act upon individual customer needs in line with the nature of the business.	Customer comment cards. Level of repeat business.
Deal with customer comments in a positive manner and take appropriate follow up action.	Customer comment cards.
Promptly respond to all customer (i.e. suppliers, managers, clients and colleagues) queries in a timely and proactive manner.	Complaints and compliments.
Ensure that accurate records are made and details filed in accordance with company and unit procedure.	Quality conscious.
Maintain an efficient filing and follow up system. Ensure cleaning rota's/fridge temperatures, and all food sheets are completed and filed	ISO/ Quality management and health and safety audits.
Be aware of and adhere to legal and company regulations relating to the following areas: Health & Safety at Work Food Hygiene Fire Regulations Licensing Law Sales of Goods / Trading Standards	ISO/ Quality management and health and safety audits.
Place orders as required and ensure that relevant purchase orders are raised prior to purchase.	ISO/ Quality management and health and safety audits.
Ensure that the correct levels of equipment are available for each operational day.	
Provide knowledge of all retail food and drink products available; be able to advise the management team in a professional and helpful manner.	
Liaise with other Managers at the stadium, in order to provide the correct level of all food / drink product necessary for retail areas.	Stock levels.
Ensure all retail displays are attractive. Have high levels of	

cleanliness and hygiene in both front and back of house areas. Ensure that TV's are on at all times, and some Rugby is always being shown	
Ensure that as soon as an event has finished the retail areas are returned to a tidy and clean standard.	
Ensure that all company quality standards in every aspect of the operation are adhered to at all times.	ISO/ Quality management and health and safety audits.
Liase with WRU shop to ensure that all tour times for day, and week are shared, and that Café is ready for groups of people – being mindful of the age etc of the group arriving	
Report all maintenance issues and hazards to the DGM immediately, WHO WILL ADVISE THE STADIUM.	
To be vigilant with regard to key and stock control.	
Ensure all retail areas are clean and tidy at all times.	

great results



GREAT RESULTS	KPI'S
Recommend improvements, which you believe, would help to grow our business and sustain our position in the market.	Financial growth.
Provide customer and employee feedback to the company for further development of company standards.	
Play a proactive role in working with the shop team, to collate any pre booked orders	Financial growth.
Maximise all sales opportunities through up selling techniques.	Financial growth.
Work within all budget restriction provided.	Profit margin. Sales mix. Cost of sales.
Be able to provide information relating to cost of sales and sales mixes, analysis etc	Profit margin. Sales mix. Cost of sales.
Ensure all stock takes are completed to company standards and to set deadlines.	ISO/ Quality management and health and safety audits.
To implement staff planners, along with your Line Manager, to effectively set up and clear down areas of responsibility	Control of variable labour in line with

in line with business needs and in line with set targets.	agreed forecasts.
Prepare all cash and credit stock sheets, in accordance with the guidelines set out. Issue stocks according to stock sheets, recording accurately any shortfalls.	Adherence to standards.
Actively work towards all environmental guidelines, in line with stadium policies, and ensure all relevant paper work is completed.	AVL compliance.
Demonstrate awareness of financial implication of all sales and commitments made to a client.	Sales mix. Cost of sales.

great people
great service
great results

