

CAFE MANAGER

JOB DESCRIPTION

JOB TITLE:	Cafe Manager
WHO YOU'LL REPORT TO:	Centre Manager
WHO YOU'LL BE RESPONSIBLE FOR:	Cafe Crew

ABOUT THE HANGAR

The Climbing Hangar started life in a Liverpool warehouse in 2011. Since then we've grown to become a national business with a big expansion plan.

Our mission is simple – Use climbing to inspire happier, healthier and more connected lives for everyone. We bring together epic climbing, fresh coffee, a banging café menu and a fun filled community to cities all over the UK. We are passionate about climbing. But more importantly we're passionate about the impact that a social, challenging, supportive, progressive and fun activity can have on people's lives, regardless of ability, age or fitness.

OUR KITCHENS

We take pride in our Kitchens and the products which we produce and sell. We are committed to sourcing, championing and supplying locally sourced and ethical produce which is not only tasty and nutritious, but looks great too!

The right person for our Kitchen Manager role does not need to be a climber, we just want someone who is as passionate about food and coffee as we are about climbing.

Creative freedom amongst our Kitchen teams is encouraged and you will become a part of a close-knit team who love to share ideas. As Kitchen Manager you have the autonomy to develop your own menu and keep things fresh with the introduction of new and seasonable items.

Our kitchen teams have direct contact with our customers. Through chatting with them while you take orders; or make them a delicious coffee, you'll play a key role in helping people connect and become part of our community.

As Kitchen Manager you will be supported by our Head of F&B to achieve your potential and drive the growth of the Hangar Café.

WHATS IN IT FOR YOU?

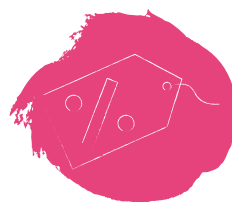
In return for your brilliance, you will receive:



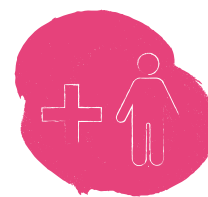
ENJOY A FREE MEAL ON EVERY SHIFT



DISCOUNTS WHEN EATING WITH FRIENDS & FAMILY IN OUR CAFES



DISCOUNTS ON OUR RETAIL ITEMS AND FROM OUR SUPPLIERS



FREE CLIMBING FOR YOU AND A PLUS ONE



FANTASTIC TRAINING & OPPORTUNITIES TO PROGRESS
i.e. Barista & Sourdough Training



BEING A PART OF CHAMPIONING LOCAL AND ETHICAL PRODUCE



A DAILY RIGHT OLD LAUGH WITH YOUR TEAM,
not to mention sick staff parties & days out



COMPETITIVE SALARY, INCENTIVES; AND COMPETITIONS



28 DAYS ANNUAL LEAVE PER YEAR
(Pro-rata & inclusive of bank holidays)

WHAT WILL YOU DO?

- ▷ You'll be someone who cares passionately about creating a positive and fun environment for both your team and customers
- ▷ Ensuring that all food items and products are stored, prepared and served based on the centre's recipe, preparation and portion standards
- ▷ Ordering kitchen materials and ingredients based on the menu and market demand
- ▷ Supervising food preparation in the kitchen and ensuring high levels of customer satisfaction
- ▷ Promote The Hangar Values and ensure a welcoming service for our diverse customer base
- ▷ Taking & Processing orders; food prep; cooking; and serving Hot & cold food & drink
- ▷ Follow, further develop and implement procedures to ensure all H&S policies and legal requirements are adhered to
- ▷ Maintaining adequate inventory levels and conducting monthly inventories and stock checks
- ▷ Working with the Head of F&B to create menu items, pricing and establishing portion sizes of each meal
- ▷ Scheduling shifts by business hours, days, and events; approving holidays; and reviewing your teams Time & Attendance.
- ▷ Overseeing the training of employees to ensure their personal progression and to ensure the safe operation of kitchen equipment and utensils and the proper handling of heavy items and hazardous materials.
- ▷ Support the GM with the HR management of kitchen staff including probation reviews; appraisals; recruitment; training; and disciplinary procedures;
- ▷ Support the promotion of the café and its products through marketing & sales strategies
- ▷ Follow all centre cash handling, stock reporting, and audit procedures on a weekly and monthly basis
- ▷ Review and manage Profit & Loss and take pro active measures to manage costs and increase profitability
- ▷ Manage and process invoices; maintain good working relations with partner business and ensure ethical and local sourcing of products.
- ▷ Build & maintain relations with local, ethical suppliers

WE REALLY NEED YOU TO HAVE THESE

- △ Min. 1 years' experience in a Supervisory/ Management position within a Kitchen
- △ Food prep/ cooking/ delivery experience
- △ Strong background in customer service and communication & interpersonal skills
- △ Experience of wastage management; cost control & smashing KPI's/ Targets
- △ Experience of Food Safety/ hygiene procedures & ensuring compliance
- △ Cash handling; Stock Ordering; Back-end invoicing; and reports analysis
- △ Experience of General kitchen/café Operations

WE WOULD LOVE IT IF YOU COULD DO THIS/ HAVE THESE SKILLS

- △ Menu development
- △ Food Level 3 hygiene or willing to achieve this qualification
- △ Barista Trained or willing to undertake training
- △ Bakery experience/ experience working with Sourdough

Maybe you've never baked or tested your barista skills before? Not a problem!

We'll teach you all you need to know. What's important is your ability to support your team to deliver outstanding F&B; customer services; and support your team to drive standards and profitability.

OUR VALUES

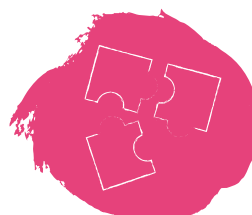
We believe that life is a series of adventures, that it's easier to get better together, that we should strive to deliver the unexpected... and we believe that applies as much to the service we provide to our customers as it does to the way we run our business and work with our teams. We're a close-knit team and looking for a new team member that will quickly feel part of the family. We value people that are:



HUMBLE



**PATIENT AND WILLING
TO LEARN**



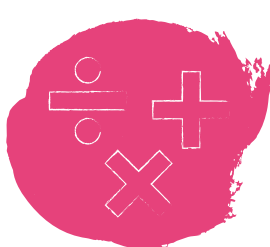
**CURIOUS AND FIND JOY
IN SOLVING PROBLEMS**



**KEEN TO LEARN AND ADD VALUE
BY ADVISING UPWARDS**



**RESULTS ORIENTATED
AND ABLE TO PRIORITISE**



**CALCULATED RISK
TAKERS WITH A DASH
OF AUDACIOUS ENERGY**



**HAVE AN INHERENT
UNDERSTANDING OF PEOPLE**
and how to bring the best out
in them



SERIOUS ABOUT FUN
and making the world better
through delivering positive
micro moments

It's important to the business that our members feel part of a community and that spirit of inclusiveness begins with our team. Let's be totally clear, if you don't think being inclusive is the enlightened path, you won't like working here. Please apply elsewhere.

TO APPLY...

please send your CV and a covering letter to recruitment@theclimbinghangar.com and write the **'Position'** you're applying for, as well as the **'location'** of the centre in the **Subject line**.

Don't forget to let us know in your covering letter why you want to work for The Climbing Hangar; what position you'd like to apply for; and why you think you'd be a great fit for the role and our vision.