



POSITION: CAFÉ MANAGER/SUPERVISOR

The Belgian Chocolate Café is seeking experienced **Cafe Manager/Supervisor** to work with the owner to oversee this new venue opening shortly at Vancouver CBD. Applicants must be of the highest calibre for this demanding role and able to demonstrate a real passion for the retail hospitality sector. This should all be reflected in your CV that shows broad experience for a minimum of 3 years in a similar role.

Personal Attributes Required:

- Be passionate about managing teams focused on delivering quality products and outstanding customer service.
- Be a Leader in the true sense of the word, whilst also being a strong Team Player capable of motivating staff and training them in all aspects of café operations.
- Positive energetic attitude that your staff find inspires them to continually improve.
- Excellent verbal & written communication skills, including report writing.
- Be well groomed and prepared to act as a role model at all times, pitching in wherever required to lead a new team to delivering the high standard of customer service that is synonymous with the GBCC brand.
- Flexible to work staggered shifts including weekends.

Skills Required:

- A minimum 3 years' experience in a fast-paced Food Retail management environment with good referees is essential.
- Experience working in all aspects of a café environment including supplier contract management, inventory management & stock ordering.
- Experience recruiting, managing and training staff, including co-ordinating staff rosters, ongoing training and career development of staff.
- Experience using Point of Sale systems, training new staff in its use and associated end of day reporting and reconciliation of sales.
- Experience managing perishable inventory and establishing protocols for the storage of products to best manage shelf life restrictions.
- Appropriate industry related qualifications and/or experience are expected.

To be successful in this role, candidates will need to demonstrate a commitment to excellence that reflects the brand values of the company. We offer a long-term exciting career opportunity for the right people. The role will be a seven-day position with regular weekend work required. If you feel you have the drive and experience required to become a valued member of our Management Team, please forward your CV via our website form.

Only candidates selected for interview will be contacted. At least 2 interviews will be required for the successful candidate due to the significant role this position will play.