

Job description – Café Supervisor

Our Company:

Murchie's Tea & Coffee was founded in British Columbia in 1894. Since then, Murchie's has been blending tea and roasting coffee to exacting standards and distributing it through our eight retail stores, grocery stores and food services. Our head office/manufacturing facility is in Delta, BC and we operate a commercial kitchen and café in our Government Street location in Victoria.

The Position:

The Café Lead/Supervisor will support the Café Management team at our 1110 Government Street location with a hands-on approach to support team members in providing exceptional service in a clean, organized and well-maintained food service café.

Responsibilities:

- Lead by example, provide excellent customer service by creating an atmosphere where customers are approached, welcomed and served promptly
- Ensures all food products are handled correctly as per food safe regulations
- Supports daily operations
- Opens and closes café following procedures
- Supports training
- Encourages a positive and healthy working environment
- Ensures supply levels are adequate for daily use
- Assists in maintaining café food display cases
- Maintains a high level of enthusiasm
- Supports café cleanliness through team awareness and example
- Follows dress code

Skills & Abilities:

- Promptly determines customer's needs, provides an excellent example for others to follow.
- Ensures adequate customer service coverage when scheduling employee breaks
- Monitors cash and till operations
- Attain and share menu, tea and coffee product knowledge
- Have flexibility in schedule, able to work a variety of shifts
- Must have or being willing to attain a valid food safe certificate