



CHAPTER

CAFÉ BAR SUPERVISOR

Job description

Responsible to:	Head of Hospitality
Responsible for:	Café Bar Front of House team
Salary:	£13.95 per hour
Hours:	Flexible, including weekends and bank holidays
Contract:	We accept applications for full time or part time hours. We offer a flexible working environment. Early shifts, evening shifts and weekends are part of the position.

CAFÉ BAR

Our café bar is located in the main concourse, with space for 200 covers. Food is on sale every day from 9am to 8.30pm, with a varied menu of freshly made hot food, sandwiches and salads, tea, coffee and cakes. Alcohol is served from midday to 11pm. There is a hospitality service for functions within the arts centre, providing a full range of refreshments from tea and coffee to sandwich platters and buffets.

JOB PURPOSE

To manage the Café Bar team during service, ensuring an efficient and courteous service, ensuring the café bar runs smoothly and all tasks are complete.

Main duties

- Supervising work of Café Bar Assistants in serving bar and café customers with food and drink, ensuring that all team members are working effectively and efficiently.
- Maintain a friendly manner, good communications and ensuring high standards of customer service in line with Chapter's customer care policy.
- To lead and support on-the-job training of team members.
- Handling any customer complaints, suggestions and feedback, and report back to managers.
- Being knowledgeable about each day's menu.
- Knowledgeable about licensing law and the responsibilities of licence holders with regard to serving alcohol.
- Responsible for operation and accuracy of the tills, including authorising refunds, maintaining till floats and reconciling cash.
- Managing hospitality service as booked.
- Deputising for the Café Bar Manager in respect of the management of the cellar, which could include changing barrels and gas, general cellar maintenance, taking in deliveries of stock.
- Ensuring that cleanliness of serving areas, tables and chairs in the café bar is maintained, managing cleaning rotas.
- Ensuring all stock areas – including counter cabinets, condiments, cutlery and the milk and sugar station – are fully stocked and well presented at all times
- Ensuring that notices, menus, and promotional materials are up to date and properly displayed.
- Following agreed dress code, including uniform where applicable; maintaining personal cleanliness and neat appearance.
- To deputise for the Café Bar Manager when they're not on duty.
- The successful candidate will be required to complete mandatory new starter training and level 2 food hygiene within the first 3 months of employment.

PERSON SPECIFICATION

Essential

- Experience in a customer-facing role
- Knowledge of food hygiene, health & safety, bar cellar procedures
- Understanding of allergies and dietary requirements
- Ability to work in an environment which can be pressured at times
- Outgoing, friendly personality
- Good communication skills
- Smartly presented
- Good maths skills

Desirable

- Previous supervisory experience
- Ability to communicate in Welsh



Art in the Bar – Leanne Ross: ALL MY PALS

ABOUT CHAPTER

Chapter is an arts centre based in Canton, Cardiff. It is a Centre for excellence for the arts which comprises studio and hire spaces, theatres and cinemas, a gallery, a café bar and over 50 spaces for creative companies.

Each year we present over 2000 events and programmes which attract over 750,000 visitors to the centre. Our support for artists and creators is matched by our commitment to show the best innovative art, performance and film from Wales and from the world to the widest audience.

Founded in 1971, Chapter is both a Charity and a Limited Company. Chapter (Cardiff) Ltd represents the Charity, while Chapter (Trading) Ltd is a wholly owned subsidiary of Chapter (Cardiff) through which we run the café bar.

The Chapter group is not for profit and is funded through a mix of earned income from ticket sales, café bar, hires and rents alongside funding from organisations such as the Arts Council of Wales, the British Film Institute and Welsh Government.

Chapter's café bar contributes to the social life of the centre which houses a theatre, gallery, two cinema screens, meeting facilities, offices and tenanted spaces. The centre is open seven days a week and there are activities through from 8.30am to 11pm.

Chapter's kitchen operates from 9am to 8pm and offer a varied menu from breakfast through lunch and dinner and covers hospitality menus for meeting and conferences.

Chapter employs about 80 people and has a turnover of c.£3.5 million per year.

We are employee focused, through benefits, policies and practices.



Image by Margaux Contant

ABOUT THE BENEFITS

Chapter is a flexible and friendly employer, offering hybrid working and flexible hours. Staff benefits include:

- 5.6 weeks of holiday per annum, including bank holidays, pro rata for part-time positions
- A contributory pension scheme to which you will be auto-enrolled (subject to the conditions of the scheme). The scheme enables you to save for your retirement using your own money, together with tax relief and contributions from the company
- 20% off food and drink in the café bar
- Enhanced Maternity and Adoption Pay, after a year's service
- Welsh at Work scheme
- Two free cinema tickets a month
- Discount on cinema and theatre tickets
- Access to an Employee Assist Programme
- Complimentary tea/coffee in our office space
- Complimentary lunch when working in the building
- Support for continuous development
- Eye Care for DSE
- Secure bike racks
- Staff parking
- Staff socials