

**POSITION DESCRIPTION:** Back of House Supervisor  
**Report To:** Franchisee, Store Manager, Duty Manager  
**TCC Store:**  
**Employee Name:** \_\_\_\_\_ **Date:** \_\_\_\_\_



**Position Specification**

- Duties include**
- Oversees Kitchen Operation
  - Ensure TCC Store Log Book is completed and signed off
  - Assists Store Manager & Franchisee in Recruiting, Inducting and training all BOH team members
  - Ensures maximum productivity and profitability in the kitchen, minimizing wastage
  - Ensures all menu items are cooked and presented as per TCC Good Food Manual and available throughout the entire trading day
  - Ensures kitchen hygiene and cleanliness is maintained to the highest standard by complying with cleaning and maintenance schedules
  - Ensures Food Safety Requirements are in place according to the TCC Food Control Plan
  - Ensures Workplace Healthy and Safety Regulations are followed by all BOH team members
  - Ensures the cleaning and wash-up area work load is shared and completed by BOH & FOH team members
  - Is on call for all emergencies and any unexpected Kitchen, Store or Staffing requirements

**Qualifications & Knowledge**

- Certificate in Commercial Cookery or equivalent
- Current First Aid Certificate (recommended)
- Detailed Knowledge of Kitchen Operations
- Detailed and up to date Knowledge of Food Control Plan
- Knowledge of current Workplace Health and Safety Regulations
- High level of Literacy and Numeracy

**Skills**

- Understanding and following TCC Policies and Procedures, Mission Statement and Core Values
- Understanding, following and training TCC Good Food Manual
- To be able to promote sales by creating innovative and well-presented daily and weekly chefs choices
- Working hands on and alongside team members as required to ensure we provide consistent Good Food at all times
- To be able to prepare and present cabinet food as per TCC standards
- To be able to follow, delegate and oversee daily and weekly systems and procedures to ensure a high level of presentation, hygiene, service, product quality and food safety

Employee Sign: \_\_\_\_\_

Manager Sign: \_\_\_\_\_

Date: \_\_\_\_\_

- To be able to establish and maintain clear lines of communication with team members, Store Manager, Franchisees, Support Office and Suppliers
- To be able to communicate with suppliers, ensuring correct and quality of product is received.
- To ensure all equipment is regularly cleaned and maintained in a safe manner
- Able to provide a positive team environment through communication, training and feedback
- To be able to effectively discipline team members as required in conjunction with the Store Manager and Franchisee and in line with TCC Policies and Procedures and legal requirements.
- To be able to perform administrative duties in conjunction with the Store Manager and Franchisee e.g. collecting invoices, recording any and all disciplinary action with team members in team member files
- To be able to maintain Stock Control through monitoring of Wastage, Accurate Monthly Stock takes, Effective Ordering-Receiving and Storage Procedures, and to be able to investigate, explain and report any discrepancies
- Be competent in controlling kitchen expenditures e.g. COGS, Wage Costs and Controllable Expenses

### **Attitude**

- Professional enthusiastic Attitude
- Focused on Consistency and providing Good Food at all times
- Pro-active & self-driven to actively learning TCC Manuals and Procedures (Good Food Manual, Food Control Plan)
- Accepts, adheres to and practices The Coffee Club Mission and Core Values
- Reliable and Flexible

### **Key Performance Indicators**

- Kitchen running efficiently with all menu items well-presented as per Good Food Manual and available at all times
- No formal complaints related to food quality and presentation
- Store Log Book filled as per Food Control Plan Requirements
- All of TCC standards and policies being embraced, implemented and adhered to
- Demonstrates and practices personal presentation which adheres to TCC Dress Code
- Store passes council inspection an A Grade and 100% score
- COG and Food Wastage running in lines with targets
- Maintains highly effective lines of communication with the Store Manager, Franchisee, team and TCC Support Office
- Organises a time for a quarterly Personal Performance Review to be conducted by the Back of House Supervisor & Franchisee

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