

**POSITION DESCRIPTION:** Duty Manager

**Report To:** Franchisee, Store Manager

**TCC Store:** TCC

**Employee Name:**

**Date:**



## Position Specification

### Duties include

- Assists in overseeing Store Operation (FOH and BOH)
- Ensure TCC Store Log Book is completed and signed off
- Comply with the Liquor Licensing Act 2012
- Assists Store Manager & Franchisee in Recruiting, Inducting and training all FOH team members
- Assists in creating team member rosters, calculating hours for payroll, daily banking, cash up
- Ensures maximum productivity and profitability by minimizing wastage and controlling labour cost
- Ensures all menu items are prepared and presented as per TCC Excellent Coffee and Good Food Manuals and available throughout the entire trading day
- Ensures FOH 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 FOH 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 Store or Staffing requirements
- Maintains high level of customer service and satisfaction
- Promoting sales through effective marketing, retail merchandising and selling procedures in conjunction with the Store Manager and Franchisee

### Qualifications & Knowledge

- General Manager's Certificate (if licensed premises)
- Current First Aid Certificate (recommended)
- Knowledge of current Workplace Health and Safety Regulations
- Detailed Knowledge of all Store Operations
- Detailed and up to date knowledge of Food Control Plan
- High Level of Literacy and Numeracy

### Skills

- Understand, follow and ensure all team members adhere to TCC Policies and Procedures, Mission Statement and Core Values
- Understanding, following and training TCC Good Food, Great Service & Excellent Coffee Manuals
- Working hands on and alongside team members as required to ensure consistent TCC standards are provided at all times
- 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
- To be able to establish and maintain clear lines of communication with team members, Store Manager, Franchisees, Support Office and Suppliers

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

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

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

- 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 e.g. reports, invoices, e-mails
  - To be able to understand, control and explain any discrepancies in operational expenses. e.g.stock, wastage, cash flow, wage costs, COG's
- To be a silver qualified Barista.

### **Attitude**

- Professional enthusiastic Attitude
- Focused on Consistency and providing Good Food Great Service, Excellent Coffee at all times
- Pro-active & self-driven to actively learning TCC Manuals and Procedures (Good Food Manual, Food Control Plan, Excellent Coffee)
- Accepts, adheres to and practices TCC Mission and Core Values
- Reliable and Flexible
- Trustworthy with a high level of integrity

### **Key Performance Indicators**

- Store running efficiently and profitably with all controllable costs in line with targets
- All of TCC standards and policies being embraced, implemented and adhered to
- Maintains customer satisfaction with no formal complaints received
- Minimize turnover by retaining team members through ongoing training, development and by ensuring team is motivated and engaged with our brand
- Having a succession growth plan in place for key team members
- Passes Council Inspection an A Grade and 100% score
- Demonstrates and practices personal presentation which is professional and appropriate to a senior position
- Requests a time for a quarterly Personal Performance Review to be conducted by the Franchisee

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