

Uprising HQ – Café Manager Role Description

Uprising HQ is a brand new world-class climbing, yoga and gym facility opening in Waltham, Christchurch in late March 2019.

This will be one of the largest facilities of its type in the Southern Hemisphere and right in the middle of the building, the heart of this community space, will be a beautiful café. We want this space to be inviting, relaxed and fun and offer great value food and amazing coffee – we have already collaborated with Caffe Prima to develop a new house blend Fair Trade roast.

As Café Manager you will be central to this exciting new community and we are looking for someone who is friendly, outgoing and passionate about coffee and food. This space will be your own to develop and express your creativity as it grows.

Key values for us are sustainability, quality and value. You don't necessarily need to be a climber, yogi or gym goer but it is important that you are the type of person who can relate to our fantastic, quirky and unique client base.

What will I be doing?

You are responsible for managing cafe operations to deliver an excellent experience for our customers. You'll be required to manage, train, and develop staff and work to a budget. Responsibilities include:

- Manage Cafe operations
- Ensure customer service levels are high
- Manage, train and develop café staff
- Respond to customer enquiries in a timely and professional manner
- Work to a budget in relation to food, beverage and staff costs
- Help with the development and implementation of promotional strategies
- Develop menus with the Managing Director, General Manager and café staff
- Oversee regular stock takes
- Set café targets and objectives, work schedules, budgets, and policies and procedures
- Evaluate customer satisfaction levels with a focus on continuous improvement
- Ensure communication meetings are conducted and post-meeting minutes generated
- Help develop ongoing strategies to ensure our café is focussed on sustainability
- Comply with security, safe operation policy and all health and safety legislation

What are we looking for?

Our Café Manager should have

- Management and/or supervisory experience in hospitality
- Confidence in their ability to meet financial targets
- Ability to work under pressure
- Professional appearance and friendly nature
- Willingness to develop team members and self
- Flexibility to respond to a range of different work situations
- Passion for delivering exceptional levels of guest service

The role is full time (40 hours per week with at least one weekend shift) with flexibility around hours worked. The job is based at 199 Ferry Road and will occasionally involve some travel. Remuneration will be based on experience and at or above industry standards.

Start date is flexible but around 1 March to allow around 4 weeks full time preparation prior to opening.

Resumes and general enquires can be forwarded before 1 February 2019 to:

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