



Job Role: Bakery & Coffee Shop Supervisor

Job Type: Full Time, Permanent – weekdays & weekends

Location: Caversham, Reading

Overview:

We are seeking a dynamic and experienced individual to join our team. The Bakery & Coffee Shop Supervisor will be responsible for overseeing the daily operations of our branch, managing a team of employees and ensuring excellent customer service.

Responsibilities:

- Oversee daily operations, ensuring efficiency and high-quality service.
- Supervise and support staff, assisting with training and development.
- Maintain excellent customer service, handling inquiries and resolving issues.
- Monitor stock levels, oversee inventory, and coordinate ordering supplies.
- Ensure compliance with health and safety regulations.
- Assist with menu development, seasonal offerings, and promotional activities.
- Oversee till operations, including EPOS system management.
- Handle scheduling, shift planning, and employee performance evaluation.
- Uphold cleanliness and hygiene standards in both front-of-house and kitchen areas.
- Drive sales and profitability through upselling techniques and effective product display.

Qualifications:

- Previous experience in a supervisory/management role in a catering or customer service environment.
- Leadership skills with the ability to motivate and guide a team.
- Excellent communication skills.
- Proficiency in time management and organizational skills.
- A sales and customer focused outlook.

Experience:

- Supervising experience: 1 year (preferred)
- Customer service: 1 year (preferred)

- Hospitality management: 1 year (preferred)
- Kitchen: 2 years (required)

Why join us?

As a family business we value hard work and commitment but we understand the need for work-life balance. Please note that there are no late evenings with this role.

- Up to £27,500.00 per annum
- Company pension
- Discounted or free food
- 25% employee discount

If you believe you have the relevant skills and attitude, we look forward to hearing from you.