

## JOB DESCRIPTION

### CAFE CAPTAIN

OUR CAFE CAPTAIN HAS A WIDE VARIETY OF DUTIES HE/SHE MUST ACCOMPLISH ON A DAILY BASIS. HE / SHE MUST ENSURE THAT THE CAFE IS NEAT AND PRESENTABLE, AS THE CAFE'S APPEARANCE DIRECTLY INFLUENCES CUSTOMER PERCEPTION OF THE ESTABLISHMENT'S QUALITY.

THE POSITION REQUIRES SOMEONE WHO IS ORGANIZED, PROFESSIONAL, AND MOST IMPORTANTLY, A STRONG TEAM PLAYER.

### RESPONSIBILITIES:

- A CAPTAIN IS A SENIOR FOOD AND BEVERAGE SERVER. HE / SHE MUST BE FAMILIAR WITH THE MENU, WINE LIST AND, IF APPLICABLE, ENTERTAINMENT OFFERINGS PRESENTED BY THE ESTABLISHMENT.
- OVERSEES THE TEAM OF WAITERS AND WAITRESSES WHO ARE ASSIGNED TO HIS / HER SHIFT.
- HE / SHE TRAINS NEW HIRES ON A VARIETY OF SUBJECTS SUCH AS FACILITY POLICIES, PROCESSES FOR SERVING CUSTOMERS AND ANY OTHER CORPORATE INITIATIVES. ACTS AS A BUDDY.
- ENFORCES THOSE POLICIES, IDENTIFYING THOSE COLLEAGUES WHO ARE NEGLIGENT, PROVIDING RE-TRAINING AND IS PROVIDING FEEDBACK ABOUT PERFORMANCE TO THE RESTAURANT MANAGEMENT TEAM AS NEEDED.
- ENSURES THAT ALL TIME SCHEDULES ARE ADHERED TO, MONITORING THE ATTENDANCE OF THE WAIT STAFF.
- ACTS AS LIAISON BETWEEN THE KITCHEN STAFF AND SERVERS.
- COMMUNICATES INFORMATION ABOUT NOT AVAILABLE MENU ITEMS TO STAFF MEMBERS SO THEY MAY OFFER ALTERNATIVES TO CUSTOMERS.

### REQUIREMENTS:

- FLUENT IN ENGLISH
- 1-2 YEARS EXPERIENCE IN FOOD AND BEVERAGE SERVICE IN A HOTEL OUTLET OR STAND ALONE RESTAURANT.
- WILLING TO WORK FLEXIBLE HOURS AND ON PUBLIC HOLIDAYS.
- NEEDS TO HAVE EXCELLENT INTERPERSONAL AND ORGANIZATIONAL SKILLS.
- INITIATIVE, SUPERVISING ABILITY AND RELIABILITY ARE KEY.
- SHOULD ALSO BE PHYSICALLY FIT AND HAVE THE STAMINA NECESSARY TO STAND ON THEIR FEET AND MOVE AROUND FOR LONG PERIODS OF TIME.
- ADMINISTRATIVE AND COMMUNICATION SKILLS, SUCH AS THOSE ASSOCIATED WITH GIVING ORDERS AND PROVIDING DIRECTION TO CO-WORKERS ARE ALSO IMPORTANT.