

CAFÉ BUSINESS MANAGER - JOB DESCRIPTION

General Information

Position title: Café Business Manager
Place: Kampot
Responsible to: Epic Arts Co-Directors

The Café Business Manager position involves two key responsibilities:

1. Refine the current model of management employed at the Epic Arts café by:

- Implementing Epic Arts Café handbook and Epic Arts policy at all times
- Delivering OR Organizing training and development of Café'/Shop staff including the development of the Assistant Supervisor in service, cleaning, ordering and finance procedures.
- Ensuring Café Supervisor implements well organized stock control and cost effect ordering from suppliers required by Kitchen Supervisor and cooks in accordance with the Epic Café Handbook.
- Maintaining the quality, health and hygiene standards of all food and drinks made in the café, ensuring toilets and kitchens are cleaned daily to a high standard using tools provided in the Epic Café Handbook. Lead a team to repaint/upgrade both premises at least once a year.
- Co-ordinating both service and kitchen teams to maintain efficiency and ensure fast service of both food and drinks. Problem-solve any difficulties that may affect speed of service.
- Daily monitoring of the café@epicarts.org.uk email and responding to group booking enquiries from Epic Arts Operations Manager
- Working with Café' supervisor to teach social media techniques and promote Epic Arts Café' on platforms such as Facebook and TripAdvisor.

2. Work with the Epic Arts management team to develop a new business plan that diversifies Social Enterprise and explores expansion possibilities enabling Epic Arts Café to have a wider reach by:

- Working with Epic Arts management team to develop a future strategy and business plan.
- Assessing the current climate of local and national business in Cambodia and ensure Epic Arts Social Enterprise maintains its innovation.
- Presenting Epic Arts work and business plans to potential donors and/or Investors
- Leading on the implementation of the business plan which could include but not be limited to: new premises, additional businesses in other locations based on demand.
- Work with the Epic Art Enterprise team to develop clear systems for staff management, customer service, inventory and stock taking across all enterprise business
- Keep the businesses constantly evolving by bringing new and exciting ideas to the Enterprise team. All new ideas will need to be discussed by both the Enterprise team and presented to the Epic Arts Co-Directors for approval.