

Job Position: Catering - Floor Manager

Company Overview: Tea Break, located in the heart of Gants Hill, is a distinguished destination for tea enthusiasts and culinary adventurers alike. Our brand is synonymous with authenticity and quality, offering an exquisite selection of teas sourced from the finest estates around the world. We pride ourselves on our unique tea brewing methods and exceptional customer experiences, blending tradition with innovation to create a truly memorable visit for each guest.

Key Responsibilities:

- Oversee and coordinate café catering operations, ensuring smooth and efficient service.
- Manage the floor team, including servers and waitstaff, to provide excellent customer service.
- Collaborate with the kitchen staff to ensure timely and accurate food preparation and delivery.
- Plan and execute catering events, including meetings, parties, and special occasions.
- Maintain a positive, welcoming atmosphere in the café and during catering events.
- Train and mentor floor staff on service standards, menu knowledge, and customer interaction.
- Handle customer inquiries, concerns, and special requests in a professional and efficient manner.
- Monitor and manage inventory of catering supplies, including utensils, serve ware, and disposables.
- Ensure compliance with food safety and sanitation regulations on the catering floor.
- Keep track of sales, expenses, and customer feedback to optimize catering operations.
- Provide regular reports and updates to the café management team.

Requirements:

- Proven experience as a Floor Manager or similar role in a café or catering environment.
- Strong leadership and organizational skills to manage a dynamic team.
- Excellent customer service and communication skills, with a friendly and approachable demeanour.
- Ability to work in a fast-paced environment and handle high-pressure situations.
- Knowledge of catering best practices, including event planning and execution.
- Attention to detail and commitment to upholding service and cleanliness standards.
- Availability to work flexible hours, including evenings, weekends, and holidays.
- Proficiency in using POS systems and basic computer skills.
- A relevant degree is preferred but not mandatory.

Salary and Working Hours:

- Gross Salary: £19,000 per annum, £9.88 per hour.
- Working Hours: Full-time position with a 37-hour working week.

SOC Code: 5436

If you are a talented individual with a passion for food and tea culture, consider joining our team at Tea Break. This role offers a unique opportunity to be at the heart of a renowned tea, where your skills are not just appreciated, but essential to our distinctive brand experience. We invite you to apply now and become a key player in our mission to revolutionize the tea and culinary landscape.