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**P.O. Box 1087
Burney, CA 96013**

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Ajumawi-Aporige-Astarawi-Atsugewi-Atwamsini-Hewisedawi-Hammawi-Ilmawi-Itsatawi-Kosalekte-Madesi

Coffee Shop Manager

Reports to the: KWAHN Board

Salary: \$16.00/hr - DOE

Manager Responsibilities:

A coffee shop manager is responsible for running the day-to-day operations of their establishment. This person normally oversees all aspects of operations, including scheduling, purchasing, hiring decisions, and supervising shifts. The coffee shop manager prepares their store for the coming day, making sure the shop is clean, and that all necessary coffee and related supplies are ready behind the counter for the use of the baristas during the day. At various times through the week, the manager inventories supplies in the coffee shop and completes any purchasing based on these assessments. The manager may be called upon to help check-in deliveries and ensure the accuracy of shipments received. The manager must mark invoices as received and ready to pay so that the accountant can remit payment. To be a coffee shop manager, normally an individual needs prior experience in a food or beverage service environment.

Manager Job Duties:

- Manage day to day activities for maximum profitability.
- Hire, train, and supervise employees.
- Make and serve coffee and food products.
- Track and order products and supplies.
- Welcomes customers by determining their coffee interests and needs.
- Educates customers by presenting and explaining the coffee drink menu; answering questions.
- Sells coffees and coffee grinding and brewing equipment by explaining differences in coffee beans and coffee preparation machines; demonstrating how brewing equipment operates.
- Prepares and sells coffee drinks by following prescribed recipes and preparation techniques for coffee drinks, such as, espresso, espresso lungo, caffe latte, and cappuccino.
- Generates revenues by attracting new customers; defining new and expanded services and products.
- Maintains inventories by replenishing coffee bean supply; stocking coffee brewing equipment; maintaining supplies, pastries, and cookies for coffee bar.
- Keeps equipment operating by following operating instructions; troubleshooting breakdowns; maintaining supplies; performing preventive maintenance; calling for repairs.
- Maintains safe and healthy work environment by following organization standards and sanitation regulations.
- Improves quality results by studying, evaluating, and re-designing processes; implementing changes; maintaining and improving the appearance of the store and coffee bar.
- Updates job knowledge by participating in educational opportunities; reading coffee, retail trade, and food service publications; maintaining personal networks.
- Enhances coffee shop reputation by accepting ownership for accomplishing new and different requests; exploring opportunities to add value to job accomplishments.

Knowledge, Skills, and Abilities (Minimum Qualifications):

- High School diploma or GED preferred.
- Must be over 18 years of age.
- Must have excellent customer service and employee relations skills.
- Ability to add, subtract, multiply and divide; also may compute discounts, fractions, ratios and percentages.
- Must possess a current and valid Food Handler's Card.
- Ability to work irregular hours, including nights, weekends and holidays.

Listening, Verbal Communication, Customer Focus, Customer Service, Basic Safety, People Skills, Action Oriented, Organization, Selling to Customer Needs, Attendance, Client Relationships.