

Cafeteria & Site Manager

Job Information

Job Title: Cafeteria & Site Manager

Salary: Competitive

Location: Nairobi

Job status: Full-time

JOB DESCRIPTION

An exciting new opportunity has arisen within TGFC for a Cafeteria & Site Manager who will be responsible for managing the daily operations at one of the company's key contracts. The successful applicant will oversee/manage all aspects of the operations customer services, human resources, admin & accounts, working with the Executive Head Chef to optimize profits and ensure that the highest level of guest satisfaction is achieved.

The Cafeteria & Site Manager reports to the Directors.

Skills and Qualifications:

- Degree in Hotel Management & Catering or applicable Culinary Qualification
- Minimum 2 years experience as a Restaurant Manager in an 80+ seater upmarket high pressure restaurant
- Minimum of 2 years experience working at Managerial Level in high volume Hotel / Buffet service Restaurant (100+ covers)
- Experience as a chef is beneficial but not compulsory.
- Proficiency in Cost Accounting and Developing Budgets,
- Marketing and Planning Marketing Campaigns / Strategies
- Adept at Decision Making, Process Improvement and Strategic Planning
- Posses exceptional Leadership Skills
- Excellent Verbal & Written Communication skills (English)
- Good Customer Focus skills
- Management Proficiency & Profitability
- Managing Employees (HR focused)
- Conversant in QHSE procedures relevant to catering industry.

General Duties:

- Responsible for the efficient management for the Food and Beverage operation of a cafeteria contract, with the aim to provide the highest level of customer service, meet budgeted targets and goals and achieve outstanding guest satisfaction.
- Establishes & develop the cafeteria business strategy by surveying demand; conferring with customers on site; identifying and evaluating external competitors; preparing financial, marketing, and sales projections, analyses, and estimates.
- Cost Control of purchases and inventory in conjunction with Executive Chef; reviewing and evaluating usage reports; reviewing and evaluating portion control; analysing variances; taking corrective actions.

General Admin:

- Management of the day-to-day administrative functions of the contract
- Devising and maintaining office systems, including data management, client database, records management and filing
- Maintain office supplies and stationery
- Handling all enquiries and requests from clients in an efficient, timely, professional and acceptable manner
- Keeping and maintain records of all clients requests and ensuring respective parties have been notified immediately

Accounts Management:

- Management of the day-to-day accounting & petty cash functions of the Cafeteria
- Responsible for all accounts receivable (quotations, invoicing, receipting, payments, reconciliation).
- Responsible for all accounts payable (Utilities, Bills, Invoices paid on time)
- Petty Cash Management
- Reconciliation of sales & banking

Systems Management:

- Maintain operations by preparing policies and standard operating procedures (SOP's); implementing production, productivity, quality, and patron-service standards; determining and implementing system improvements.
- Maintain & update the POS Back Office daily changes in accordance with the menu; correct pricing; update with an new product; removal of incorrect/out dated items.

- Maintain safe, secure, and healthy facility environment by establishing, following, and enforcing sanitation standards and procedures; complying with health and legal regulations; maintaining security systems (QHSE standards adhered to)
- Regular Staff training on all systems; SOP's; QHSE procedures; POS functions; Food service elements; customer service.

Event Services:

- Handling all enquiries and requests from clients in an efficient, timely, professional and acceptable manner
- Keeping and maintain records of all clients requests and ensuring respective parties have been notified immediately
- Co-ordination with the Head Chef and Front of House Supervisor is necessary for provision of efficient services.
- Assist in the scheduling, planning and co-ordination of all site events and services
- Ensure that the clients are served on time and at the correct location

Customer Service:

- Maintain customer satisfaction by monitoring, evaluating and auditing food, beverage, and service offerings; initiating improvements; building relationships with preferred patrons.
- Ensure all services are delivered on time as per contract requirements
- Handle all complaints and issues

Marketing:

- Attract customers by developing and implementing marketing / advertising campaigns; evaluating campaign results; identifying and tracking changing demands.

Human Resources:

- Accomplish sites human resource objectives by recruiting, orienting, training, assigning, scheduling, training, mentoring, counselling, and disciplining management staff; communicating job expectations; planning, monitoring, appraising, and reviewing job contributions; planning and reviewing compensation actions; enforcing policies and procedures.
- Ensure all staff are security cleared
- Handle all internal staff requests, requirements and grievances; leave scheduling; advances & loans.

Reporting:

- Monthly Management Report (Profit & Loss Account) to Directors
- Weekly & Monthly Food Cost Report
- Weekly Menus compiled with the Head Chef and sent to Director and Contract Licensor
- Daily Purchasing & Sales Report
- Any/all QHSE documentation completed daily/weekly/monthly/as required

Package:

Competitive salary with performance bonuses based on KPI's

About the Company:

The Kenyan Good Food Company (TGFC) has been in operation since August 2012 and is committed to bringing Kenya its first real healthy, fast, fresh and convenient food solution as well as being the region's Premier Packaged Food Business. The Good Food Company offers customers a variety of services:

1. Packaged Fresh, Chilled and Frozen Meals
2. Full Cafeteria Services (on-site & off-site catering models) with Beverage Services.
3. TGFC Cafes (QSR's)

The directors are all Kenyan and we have employed close to 100 staff across the company – all of whom are Kenyan.

Our Corporate Cafeteria & Beverage Service product:

TGFC provides FULL canteen/cafeteria services to a number of Multi-national Corporates & Government Institutions in Nairobi. The product and menus are tailored to suit both National (Kenyan) and Expatriate staff where necessary.

At TGFC we are all about convenience, the perfect fit for today's busy lifestyle and are committed to bring customers a fast, fresh, healthy, convenient and affordable food solution.

How to Apply

Please send a one-page (1) cover letter and your CV with current references only quoting the job title on the email subject (Cafeteria & Site Manager) to careers@tgfc.co.ke

Note: Only considered applicants will receive a reply within five (5) days of application.