

JOB DESCRIPTION

Café Manager

Why should you join Chaayos:

1. We are Chaayos, founded in 2012, we are a leading chai café chain in India. Currently having 210 cafes operating from North, West & South India.
2. We are #1 in India and the most-awarded chai cafe in India.
3. High customer retention and repeat frequency.
4. Our vision is to serve the world its cup of Chai, Twice a day every day.
5. Our next 5-year goal is to open 1000+ cafes in 100+ cities in India.
6. What are the key cultural tenets (Ownership driven culture, Keep the customer first)

What can your career at Chaayos look like?

Chaayos provides you the following:

1. Cafe Manager = CEO of Cafe, Full ownership of P&L and people
2. Aggressive growth plan
3. Appreciation and incentives
4. International Reward Trips
5. Discounted employee meals
6. GMC/GPA

Summary of Key Responsibilities

Responsibilities and essential job functions include but are not limited to the following:

1. **Leadership:**
 - a. Setting goals for the café team.
 - b. Monitoring employees to ensure performance expectations are met.
 - c. Taking charge of cafe operations.
 - d. Deliver 100% smooth operations to achieve consistent and great service and product standards.
2. **Planning & Execution:**
 - a. Developing measures to reach sales targets and increase profits.
 - b. Ensures all employees have proper supplies, equipment, and uniforms.

c. Ensures Compliance with all cafe policies, standards, and procedures.

3. Business Requirements:

- a. Providing innovative ways to reduce wastage and all costs in his shift.
- b. Dealing with customer service issues, staff handling, & safety issues.
- c. Assists in supervising daily shift operations.
- d. Handle employee questions and concerns.

Summary of experience

For the cafe manager role we need the following qualification and experience:

- 1. **Education**- Any Graduation and above
- 2. **Work Experience**- QSR industry (Dine-in and delivery experience required; 4-7 years)
- 3. **Position held**- Café Assistant Manager or equivalent level position (1-2 years)

Required Knowledge, Skills, and Abilities

- 1. **P&L Management:**
 - a. Understanding of profit and loss statement
 - b. Handling the P&L statement of the cafe independently
- 2. **Communication Skills:**
 - a. Candidate is able to talk fluently & properly in Hindi & English
 - b. Empathetic listener towards team and customers
- 3. **Team Management:**
 - a. Motivating and inspiring the team to achieve targets
 - b. Hiring, handling team issues and attrition
- 4. **Profitability**
 - a. Must know how to control wastage
 - b. Should be aware of how to do sales-building ideas

Documents Required

- 1. Resume
- 2. Latest E-Adhaar card- with full DOB, Gender & Father Name
- 3. 12/ Graduation educational certificate
- 4. Bank documents - canceled cheque/ passbook front
- 5. Covid Vaccination certificate both
- 6. 4 passport size photographs
- 7. PAN Card