

Job Title: Canteen Supervisor

Position Summary:

The Canteen Supervisor is responsible for the day-to-day operation of the canteen, ensuring efficient service of hot and cold food and beverages while maintaining high standards of customer service, food safety, cleanliness, and stock control. This role includes supervising canteen operations, preparing and serving food and drinks, managing stock orders, handling financial transactions, and reconciling daily accounts. Managing Canteen Rosters and Staff.

Key Responsibilities:

Food and Beverage Service

- Prepare, serve, and sell hot and cold food items, snacks, and beverages.
- Operate coffee machine and prepare quality barista-style coffee and other hot drinks.
- Ensure food presentation is appealing and service is efficient and friendly.
- Monitor food quality, freshness, and compliance with food safety standards.
- Maintain cleanliness and hygiene of all food preparation and service areas.

Stock Control and Ordering

- Monitor stock levels of food, drinks, coffee supplies, and cleaning products.
- Order supplies from approved vendors to maintain adequate stock levels.
- Receive deliveries and check quality, quantity, and accuracy of orders.
- Rotate stock appropriately and minimise waste.

Cash Handling and Financial Management

- Operate cash registers and EFTPOS systems accurately.
- Balance cash registers at the end of each shift/day.
- Complete daily account reconciliation and banking preparation where required.
- Maintain accurate sales records and report discrepancies promptly.
- Weekly banking.

Supervision and Operations

- Oversee daily canteen operations to ensure smooth workflow.
- Rostering and coordination of staff where applicable.
- Train and support new staff in food handling, customer service, and cash procedures.
- Ensure compliance with workplace health and safety regulations.

Customer Service

- Provide excellent customer service to all visitors and customers.
- Respond to customer enquiries and resolve issues professionally.
- Maintain a welcoming and efficient canteen environment.

Skills and Experience Required:

- Previous experience in hospitality, café, canteen, or food service operations.
- Experience operating coffee machines and preparing espresso-based beverages.
- Strong cash handling and account reconciliation experience.
- Ability to manage stock ordering and supplier relationships.
- Good organisational and time management skills.
- Strong communication and customer service skills.
- Knowledge of food safety and hygiene practices.
- Ability to work independently and as part of a team.
- Hours are 3.30pm - 9.45pm Monday to Friday, these hour will vary with extra hours.
- Some weekend work required.

Preferred Qualifications:

- Food Handling Certificate
- Barista training/experience
- First Aid Certificate (desirable)

Personal Attributes:

- Reliable and trustworthy
- Friendly and approachable
- Detail-oriented and accurate with financial tasks
- Able to work efficiently in a fast-paced environment
- Strong leadership and problem-solving skills