



## *General Manager, Barnes, SW13*

*Full Time – Flexi Hours*

*2- 3 years experience in a similar, fast paced hospitality management role*

Our General Manager is key in driving high standards, maximising sales, and providing an excellent experience for customers and staff.

Your role is therefore to manage all aspects of Orange Pekoe, with the aim of making us more profitable and maintaining our place as the no. 1 place or Afternoon Tea and one of the best cafes in SW London.

### Full responsibilities:

#### *1. General Management & Customer Service*

- To provide the owner with a weekly update of the running of the business.
- To manage all operational procedures such as checklists, cleaning rotas, induction procedures, health & safety, staff meetings.
- To be seen as ‘the face’ of OP and to maintain successful business relations with local businesses, regulars, and suppliers.
- To ensure quality standards are maintained constantly in the tearoom for the customers and staff and always keeping in mind for marketing purposes & social media.
- To implement, maintain and monitor high standards of customer care to ensure that excellent service is available at all times in store and with online enquiries and sales.
- To respond to, action and feedback all customer complaints to ensure customer satisfaction.
- To develop, implement and maintain effective systems for mail orders and customer requests, bookings and enquiries.
- To be responsible for all mail orders & web sales and ensuring that they are processed asap.

#### *2. HR and Staff Management*

- To ensure staff are aware of set Orange Pekoe standards of service and that they always conduct their duties professionally.
- To manage and motivate all staff at OP and to ensure all standards and job roles are met for OP to function with excellence.
- To organise and lead quarterly team meetings and specific group staff training when necessary.

- To carry out quarterly staff performance appraisals and to identify and implement individual training needs maintaining accurate records at all times. To conduct weekly 1:1’s or monthly 1:1’s as required.
- To manage and document holiday requests, staff absences and sickness and organise the staff rota accordingly. To provide accurate monthly records on staff hours for pay roll.
- To identify recruitment needs and conduct the correct procedures alongside the Managing Director.
- To be familiar with Orange Pekoe’s disciplinary and grievance policies, implementing where necessary with the advice of OP management.

#### *3. Health and Safety*

To be responsible for all aspects of health and safety within Orange Pekoe making specific reference to current legislation ensuring the following:

- Regular health and safety audits. Risk assessments are conducted and documented, and safe working procedures are followed
- Fire safety and fire regulations. Fire escapes and fire exits are kept clear and unobstructed at all times.
- First aid boxes are regularly checked and replenished as necessary.
- Food safety, food and personal hygiene standards are met continuously to very high standard. Kitchen requirements are monitored and ensuring the Head Chef follows clear cleaning rotas and fridge and freezer temperatures are recorded daily.
- Personal protective equipment is provided and used or worn when necessary, maintaining equipment in good condition.



## *General Manager, Barnes, SW13*

### Full responsibilities *Continued*

- Health and safety training is provided and covered during induction.
- Enough certified First Aiders are trained and available.
- Accurate accident records are kept.
- Concerns and recommendations are reported to the MD for improved health and safety.
- Responsible for all files being up to date for EHO visits.

#### *4. Supplier Management*

- To manage and maintain successful working relationships with all regular service providers to maximise cost savings for the business and timely deliveries.
- To set, monitor and assess continuously quality control standards for all service providers.
- To ensure all suppliers are paid timely and maintain an effective filing system.
- To attend specific food shows and network accordingly to introduce new products and suppliers suitable for Orange Pekoe.

#### *5. Cash Procedures and Security*

To be responsible for the overall cash procedures and security for OP. This includes:

- Responsibility for the shop float.
- Ensuring change is available for daily needs.
- Cashing up at the end of the day.
- Recording petty cash transactions.
- Ensuring opening and closing procedures are strictly followed and that suitable key holders are nominated & reviewed.

#### *6. Shop Maintenance*

- General repairs are carried out and liaising with the owner as necessary.
- All equipment is serviced and maintained to required standards and is kept in good working order, including AC units and drains.
- Fire extinguishers and emergency lighting are regularly checked and maintained.
- Portable appliance testing is carried out regularly on portable electrical equipment.

- Tills & credit card machines are maintained, serviced, and kept up to date. This includes responsible for all price increasing and till functions when the menus are reviewed.
- Daily and weekly cleaning schedules are carried out to standards required, front of house and kitchen.
- Effective security measures are in place and being followed, including CCTV is working effectively and the burglar alarm system is checked and in good working order.

#### *Tea Ambassador*

- To be passionate about tea – the consumption of, the preparation of and the sale of tea.
- To train the staff in how to brew all the teas.
- To train all staff in how to sell all teas.
- To be involved in tea training sessions.
- To train the staff with the tea menu.
- To ensure the tea caddies are replenished twice a week.
- To ensure retail tea pouches are fully stocked.
- To ensure a monthly tea and herbal infusion stock take is carried out, including stock take of all the tea filters and tea packaging.
- To stock take all tea displays and tea merchandise. To all replenish tea displays and merchandise and ensure all displays are tidy and free of dust.

#### *Coffee Ambassador*

- Alongside the head barista's to always ensure every coffee is made to the Orange Pekoe standard and with latte art.
- To ensure the coffee area is always clean, tidy and displays are enticing to the Orange Pekoe standard.
- To train all staff to sell coffee – retail and for consumption.
- To train all staff on the coffee menu and choices available.



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### Role requirements:

- 2- 3 years experience in a similar, fast paced hospitality management role.
- Proven track record and references
- Proficient in oral & written English
- Proficient computer & IT skills – Word/Excel/Emails at a basic
- Health & Safety Training
- First Aid Training
- HR Training – desirable
- Coffee & tea training – desirable

### Measures of success:

- Sales and profit – Improving on our current turnover and profit figures
- Achieve & maintain our current 5 Star ratings from EHO
- Build / retain a strong staff team – indicators are staff turnover, sickness absence rates, revenue per employee
- Customer Satisfaction - High ratings on trip advisor and google and minimal customer complaints with repeat business in store & online
- Having a positive working relationship with the owner & founder

If you would like to be considered for this senior role please apply in writing with a CV and covering letter to [info@orangepekoeteas.com](mailto:info@orangepekoeteas.com)

*Highly Competitive Salary, based on experience + share of tips  
Flexible Working Hours  
No evening work*

