



We're hiring!

COFFEEHOUSE SUPERVISOR

The Coffeehouse Supervisor is responsible for leading team members in the efficient and profitable operation of Louis & Steen's New Orleans Coffeehouse. They are responsible for managing the day-to-day store operations, and fostering a positive environment, which provides consistently fast, efficient, and exceptional service to our customers.

Store Operations:

- Oversees daily kitchen operations to include food preparation, recipe adherence, and production time standards.
- Oversees daily inventory management procedure to ensure that established product levels are consistently maintained.
- Ensures proper team member coverage and scheduling according to business demands.
- Oversees cash management functions, including opening and closing procedures and POS transactions.
- Plans, executes and communicates all sales promotions and new product information effectively and efficiently.
- Identifies staffing needs and recommends candidates to ownership team: facilitates new hire and on-going training and development of current staff.
- Prepares and serves delicious hot and cold drinks, including espresso based, blended and gourmet tea beverages.
- Educates customers on specialty coffee and various brewing methods, and suggests menu options based on their individual preferences.

Service & Culture:

- Leads the charge for outstanding customer service amongst the team.
- Pro-actively solves customer problems and resolves quickly and efficiently.
- Ensures that all team members are committed to and demonstrate the vision and brand of Louis & Steen's.
- Ensures that all team members provide customers with efficient, friendly, fast, superior service on a consistent basis.
- Consistently monitors, coaches and encourages team members to meet the Company's service standards.
- Assesses and provides adequate staffing to provide efficient and friendly, superior service.
- Maintains high cleanliness standards consistently throughout the store in the areas of store appearance, merchandise and equipment.
- Continuously researches new and creative ideas to market and promote the Louis & Steen's brands.

Product:

- Ensures that all Company drink recipes and procedures are followed, maintaining the highest quality and consistent product standards.
- Ensures that all Company food offerings maintain the highest quality.
- Ensures that all team members are educated on our products and services, by developing an understanding of our various types of coffee, tea products, blends and roasts, as well as knowledge of coffee and tea regions, and the various differences in flavor and blends.

Training & Development:

- Provides ongoing training and development to all team members in the areas of operating standards, customer service and product knowledge.
- Demonstrates the ability to lead, effectively communicate, and be the champion for the brand.
- Builds morale and team spirit by fostering a work environment where team members input is encouraged and valued.
- Ensures each team member has received proper training to perform as a barista on shift
- Continually develops team members, establishing specific performance objectives, and measuring team member performance regularly.

Requirements:

The ideal candidate should possess the following:

- Previous experience in leading and inspiring a team
- Previous leadership experience in food service industry.
- Exceptional written and oral communication.
- Thrive in a fast paced environment, while continuing to provide efficient service to both team members and customers.
- Ability to anticipate needs of coffeehouse, and plan accordingly.
- Proficiency in Microsoft Office Suite

For more information on this position, interested applicants should visit: www.louisandsteens.com. Please send resumes to: brewing@louisandsteens.com. Only short listed candidates will be contacted.