

## JOB DESCRIPTION

**Position:** Café and Bookshop Manager  
**Hours:** 9am to 6pm  
**Terms:** Full-time waged  
**Line Manager:** Hospitality Director

The Cafe and Welcome Centre Manager holds the overview of all aspects of the running and stocking of the cafe and shop at Dzogchen Beara, along with holding the role of Welcome Centre Manager to provide visitors and guests with what they need as requested.

### Responsibilities:

1. Supervising and training of a team of up to 3 part-time staff/volunteers.
2. Responsible for holding the budget and ordering of stock for both the Shop and Cafe.
3. Maintaining a positive link and connection to the local community once they enter the café.
4. On-going research and product sourcing to suit the market.
5. Ensuring that the shop is stocked appropriately for events and according to books and materials listings given out to participants. Liaises with retreat presenters in advance of retreats to ensure that relevant materials are stocked for their events.
6. Sourcing the appropriate study and practice materials for students and sangha in Dzogchen Beara.
7. Merchandising and display of shop and cafe products and goods.
8. Reconciliation of all payments through the till and credit card machine daily.
9. Liaising with finance department with regard to spending budget and payment of invoices.
10. Receiving enquiries and general questions about Dzogchen Beara. (This is especially important when the main reception is closed at weekends).
11. Receives payments for lunch fees when main administration office is closed.
12. Ensures that Health and Safety standards are maintained and enforced in both the Cafe and Shop.
13. Ensures that high standards of hygiene are maintained in the Cafe in compliance with HACCP.
14. Ensuring all Cafe machinery including coffee machine and fridges are maintained efficiently and regularly.
15. Liaising with the kitchen team with regard to producing and developing food supplies for cafe daily.

### Required Skills and Experience

1. Proven and dedicated experience in a highly customer-focused environment.
2. A flair and interest in coffee preparation and baristing with a commitment to always improving.
3. Excellent communication skills, both verbal and written with a strong customer service focus.
4. The ability to consistently meet the needs of visitors, guests and the on-site community.
5. A warm and friendly disposition with a knowledge and enthusiasm for the Tibetan Buddhist tradition and meditation.
6. A high level of organisational skills and the ability to motivate when necessary.
7. Good business acumen with an eye for finance and product marketing.
8. Ability to work flexible hours, including some evenings and weekends as needed.

9. A calm attitude with the ability to hold the room well in terms of service and atmosphere during busy events and retreats.