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**HR INTERN (TASK 3)**

**CAFÉ BUSINESS ROLE DESIGN AND IMPLEMENTATION**

**1. INTRODUCTION OF THE BUSINESS**

**Vision:**  
To create a welcoming community hub where people can enjoy high-quality food, drinks, and a warm, inviting atmosphere.

**Mission:**  
To provide exceptional coffee, delicious food, and outstanding customer service, creating a space where customers feel at home and connected with others in the community.

**Objectives:**

* Achieve a 25% increase in customer visits within the first six months.
* Maintain a customer satisfaction rate of over 90%.
* Expand the menu and introduce seasonal specials every three months.

**2. JOB DESCRIPTIONS (JDS), JOB SPECIFICATIONS (JS), KRAS, AND KPIS FOR THREE KEY POSITIONS**

**Position 1: Café Manager**

* **Job Description (JD):**
  + Oversee daily operations of the café, including inventory management, staff scheduling, and customer service.
  + Ensure the café meets health and safety regulations.
  + Manage staff performance and provide training and development opportunities.
  + Handle customer complaints and ensure a positive customer experience.
* **Job Specifications (JS):**
  + **Qualifications:** Bachelor’s degree in Business Management or related field (preferred).
  + **Experience:** Minimum of 3 years in a management role within the food and beverage industry.
  + **Skills:** Leadership, problem-solving, and customer service skills.
* **Key Result Areas (KRAs):**
  + Operational efficiency.
  + Staff management and training.
  + Customer satisfaction.
* **Key Performance Indicators (KPIs):**
  + Monthly sales growth (target: >15% increase).
  + Staff turnover rate (target: <10% per year).
  + Customer satisfaction ratings (target: >90%).

**Position 2: Barista/Chef**

* **Job Description (JD):**
  + Prepare and serve coffee, tea, and other beverages according to established recipes and customer preferences.
  + Handle food preparation, including baking pastries, making sandwiches, and other café menu items.
  + Maintain a clean and organized work environment.
  + Engage with customers, taking orders and answering any questions about the menu.
* **Job Specifications (JS):**
  + **Qualifications:** High school diploma or equivalent; barista or culinary training preferred.
  + **Experience:** Minimum of 1-2 years in a café or restaurant setting.
  + **Skills:** Coffee-making, food preparation, and customer service skills.
* **Key Result Areas (KRAs):**
  + Beverage and food quality.
  + Speed of service.
  + Customer engagement.
* **Key Performance Indicators (KPIs):**
  + Customer feedback on beverages and food (target: >90% positive).
  + Order accuracy (target: 100%).
  + Average order preparation time (target: <5 minutes).

**Position 3: Café Server/Waitstaff**

* **Job Description (JD):**
  + Greet customers as they enter the café and assist with seating.
  + Take customer orders and ensure accurate and timely service.
  + Clear tables and maintain a tidy dining area.
  + Assist with processing payments and handling any customer inquiries or issues.
* **Job Specifications (JS):**
  + **Qualifications:** High school diploma or equivalent.
  + **Experience:** Minimum of 1 year in customer service or food service.
  + **Skills:** Strong communication, multitasking, and customer service skills.
* **Key Result Areas (KRAs):**
  + Customer interaction and satisfaction.
  + Table turnover rate.
  + Cleanliness of the café.
* **Key Performance Indicators (KPIs):**
  + Customer wait times (target: <3 minutes for seating).
  + Cleanliness and organization (target: 100% adherence to standards).
  + Customer satisfaction with service (target: >90%).

**3. EMPLOYEE PERFORMANCE APPRAISAL**

We will use **Behavior-Based** approach for the performance appraisal form.

Evaluate the employee's performance in the following core behaviors using the rating scale:

**Rating Scale:**

* 5 - Excellent: Consistently exceeds expectations.
* 4 - Good: Often exceeds expectations.
* 3 - Satisfactory: Meets expectations.
* 2 - Needs Improvement: Sometimes falls short of expectations.
* 1 - Unsatisfactory: Consistently falls short of expectations.

| **Behavior** | **Description** | **Rating (1-5)** | **Comments** |
| --- | --- | --- | --- |
| **Customer Service** | Provides friendly, helpful, and attentive service to customers. |  |  |
| **Teamwork** | Works well with other staff members, communicates effectively, and supports team goals. |  |  |
| **Punctuality & Reliability** | Arrives on time, adheres to schedules, and reliably completes assigned tasks. |  |  |
| **Adaptability** | Adjusts well to new situations, customer requests, and changes in procedures. |  |  |
| **Adherence to Procedures** | Follows café policies, safety standards, and operational procedures without deviation. |  |  |
| **Initiative** | Proactively takes on additional responsibilities and seeks ways to improve service. |  |  |
| **Problem-Solving** | Identifies issues and resolves them efficiently, minimizing disruptions to service. |  |  |
| **Cleanliness & Organization** | Maintains a clean, organized work environment in line with café standards. |  |  |

**4. EMPLOYEE PAYROLL**

* **Payroll System:**
  + **Base Salary:** Competitive wages based on local market research for each role.
  + **Overtime Pay:** Ensure that any overtime is fairly compensated according to local labor laws.
  + **Bonuses:** Implement bonuses for exceptional performance, such as exceeding sales targets or achieving high customer satisfaction ratings.
  + **Deductions:** Manage payroll deductions for taxes, social security, and any benefits provided.
* **Payroll Schedule:**
  + **Bi-weekly Payments:** Pay employees every two weeks.
  + **Automated System:** Use payroll management software to streamline the payroll process and ensure accuracy.