Brew Beans Café - HR & Operations Toolkit

# 1. Job Descriptions

Each role at Brew Beans Café is essential to delivering a great customer experience. Below are sample job descriptions:  
  
- Barista: Prepare and serve coffee and beverages, maintain cleanliness, and engage with customers.  
- Kitchen Staff: Prepare food items, maintain kitchen hygiene, and manage inventory.  
- Cashier: Handle billing, manage POS system, and maintain transaction records.  
- Cleaning Staff: Ensure cleanliness of the café, restock supplies, and follow hygiene protocols.

# 2. Employment Contract Template

This contract outlines the terms of employment between Brew Beans Café and the employee.  
  
- Employee Name:  
- Position:  
- Start Date:  
- Salary:  
- Working Hours:  
- Probation Period:  
- Notice Period:  
- Confidentiality Clause:  
- Termination Clause:  
- Signatures:  
 - Employer Signature:  
 - Employee Signature:

# 3. Attendance & Leave Tracker

Maintain a monthly tracker with the following columns:  
  
- Employee Name  
- Designation  
- Date  
- Present/Absent  
- Leave Type (Sick, Casual, Paid)  
- Remarks

# 4. Performance Review Form

Use this form for 30/60/90-day and annual reviews:  
  
- Employee Name:  
- Position:  
- Review Period:  
- Punctuality:  
- Quality of Work:  
- Teamwork:  
- Customer Service:  
- Areas of Improvement:  
- Reviewer Comments:  
- Reviewer Signature:  
- Employee Signature:

# 5. Training Manual Outline

Outline for training new employees:  
  
- Introduction to Brew Beans  
- Coffee Brewing Techniques  
- Food Preparation Standards  
- Hygiene & Safety Protocols  
- Customer Service Etiquette  
- POS System Training  
- Sustainability Practices

# 6. Customer Feedback Form

Collect feedback using this format:  
  
- Date:  
- Customer Name (Optional):  
- Order Details:  
- Rating (1-5):  
- Comments:  
- Would you recommend us? (Yes/No)

# 7. Incident Report Form

Use this form to report any incidents:  
  
- Date & Time:  
- Location:  
- People Involved:  
- Description of Incident:  
- Action Taken:  
- Reported By:  
- Manager Signature:

# 8. Asset Register

Track café assets with the following details:  
  
- Asset Name  
- Description  
- Serial Number  
- Date of Purchase  
- Assigned To  
- Condition  
- Remarks

# 9. Vendor & Supplier List

Maintain a list of vendors with:  
  
- Vendor Name  
- Contact Person  
- Phone Number  
- Email  
- Products Supplied  
- Payment Terms  
- Delivery Schedule

# 10. Daily Sales & Expense Log

Track daily financials with:  
  
- Date  
- Opening Cash  
- Total Sales  
- Expenses (Item-wise)  
- Closing Cash  
- Remarks