



# Module 6: Hiring and Team Management

## Step 1: Understanding the Key Roles in a Cafe

Each café requires a combination of kitchen staff, service staff, and management staff for smooth operations.

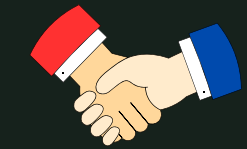
Position	Role & Responsibilities	Average Salary (₹/Month)
Café Manager	Handles operations, inventory, customer service	₹25,000 - ₹50,000
Head Chef	Manages kitchen, plans the menu	₹25,000 - ₹60,000
Commis Chef	Assists the chef, food prep	₹15,000 - ₹25,000
Barista	Prepares coffee, interacts with customers	₹15,000 - ₹25,000
Cashier & POS Operator	Manages billing, handles cash	₹12,000 - ₹20,000
Waiters/Service Staff	Takes orders, serves food	₹10,000 - ₹18,000
Kitchen Helper	Washing dishes, cleaning	₹8,000 - ₹12,000



Tip: Start with a small, efficient team in the beginning and hire more as sales increase.



## Step 2: How to Hire the Right Staff?



### 🔍 Where to Find Staff?

- ✓ Local Job Portals: Naukri, Apna, WorkIndia, LinkedIn
- ✓ Referrals: Ask friends, family, or current staff
- ✓ Hotel Management Institutes: Fresh graduates are eager to work
- ✓ Local Classifieds & Facebook Groups (City-specific job groups)

### 📄 Job Descriptions & Requirements

- 📌 Example: Barista Job Description
  - Skills: Latte art, brewing techniques, good communication
  - Experience: 1-2 years (or freshers with training)
  - Soft Skills: Friendly, customer-focused, quick learner
  - Work Hours: 8-10 hours/day (rotational shifts)
- 📌 Example: Kitchen Helper Job Description
  - Skills: Basic chopping, dishwashing, cleanliness
  - Experience: No prior experience required
  - Work Hours: 8-10 hours



💡 Tip: Create a detailed job description before hiring so expectations are clear.

## Step 3: Interview & Selection Process

### How to Conduct Interviews?

- ✓ Step 1: Resume Screening – Shortlist candidates with relevant experience
- ✓ Step 2: Initial Phone Interview – Quick chat about availability & expectations
- ✓ Step 3: Practical Test (for chefs, baristas) – Ask them to make a coffee or dish
- ✓ Step 4: In-Person Interview – Discuss salary, job responsibilities, behavior

### Key Questions to Ask

- "What experience do you have in the food industry?"
- "How do you handle difficult customers?"
- "Are you comfortable working in a fast-paced environment?"
- "What are your salary expectations?"

 Tip: Always check references from previous employers before final hiring.



## Step 4: Staff Training & Onboarding

After hiring, staff must be trained properly to maintain quality and efficiency.

### Training Checklist

- ✓ Café Manager Training – Managing orders, sales reports, problem-solving
- ✓ Chef Training – Recipe standardization, food cost control
- ✓ Barista Training – Coffee-making techniques, latte art
- ✓ Waiter Training – Customer handling, POS software
- ✓ Hygiene & Safety Training – Cleaning procedures, food safety, fire safety



 Tip: Keep an Employee Handbook with rules, recipes, and policies to maintain consistency.



## 📌 Step 5: Creating Work Schedules & Managing Shifts

To prevent overwork and burnout, create a shift schedule with enough breaks.

### Example Work Shifts in a Café

Shift Type	Timings	Staff Required
Morning Shift	7 AM – 3 PM	Manager, Chef, 2 Baristas, 2 Waiters
Evening Shift	3 PM – 11 PM	Manager, Chef, 1 Barista, 3 Waiters
Night Closing Shift	11 PM – 12 AM	Cleaner, Cashier, Helper



💡 Tip: Rotate shifts weekly so employees get fair working hours.



## Step 7: Managing Employee Conflicts & Customer Complaints

Scenario 1: Staff fights or refuses to work

Solution: Hold a private meeting, understand the issue, and resolve fairly

Scenario 2: A customer complains about slow service

Solution: Apologize, offer a discount if necessary, and improve training

Scenario 3: A staff member quits suddenly

Solution: Keep backup staff or hire temporary replacements from agencies

 Tip: Have a clear policy manual to handle conflicts and complaints professionally.





## Final Summary & Action Plan



- ✓ Hire based on skills & attitude – Experience is secondary if the attitude is right
- ✓ Train staff properly – Invest in their growth for long-term benefits
- ✓ Manage work schedules wisely – Avoid overburdening employees
- ✓ Keep employees happy – Incentives & recognition improve performance
- ✓ Have backup staff options – Always be prepared for last-minute changes

