

EYES

Enlarging Youth Entrepreneurial Spirit

Module: Running a café



(Photo of StockSnap on Pixabay)

Organizing work

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Step 1

Go back to your special business plan and reflect what were your ideas for the café in terms of service and quality.

Step 2

Make yourself familiar with splitting a job in very basic work processes. See the example of a document to evaluate training progress in kitchen and restaurant for people with learning difficulties. Open the document of the Pacetraining Project listed in Links and start reading from p.3. Focus on the entries in the column “Learning Outcomes” to find the work processes.

Step 3

In a café it will make sense – also from hygienic reasons - to distinguish between “back office” tasks (e.g. baking cakes, writing invoices, ordering food) and tasks in front of the guest. Mainly this will involve two occupational backgrounds: Confectioners and waiters. Learn more about their tasks with consulting the video section. In case, please select for subtitles in your native language or English.

Step 4

Which work processes have to be done in-house?

For your café you could think of two main concepts to share your work with others:

Outsourcing tasks and/or buying convenience food.

What is Outsourcing?

Please watch the video https://youtu.be/TTAr_J53x70 to learn more. In the tourism sector you might outsource the accounting or the room cleaning activities. However, keep in mind that you as the entrepreneur are responsible for paying your taxes as well as for the hygienic conditions in your restrooms also on busy days when more than one cleaning per day will be required!

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What is Convenience Food?

Convenience food is any food product that is more than the basic raw material (e.g. flour) and that is not produced or packed by your business. Typical examples in your café could be breakfast bread from a nearby bakery, sugar sachets, tea bags or coffee pads. Of course, you will use some convenience products. However, if you are only using convenience products your café will lose its own characteristics. The fast food chains sell many convenience products with a certain level of quality. You know what you will get, no matter whether you visit the fast food restaurant in Lisbon or in Helsinki.

Step 5

List here the activities that will be required to accomplish your business objectives. Try to classify them according to their urgency. At the same time, think about the person that has to complete task. Is a certain education/training required that restricts the potential staff members. Is it necessary that you or your staff will conduct the task or could outsourcing or buying convenience products be an option?

<i>Activity</i>	<i>at once</i>	<i>same day</i>	<i>later</i>	<i>Special Training required?</i>	<i>Outsourcing or convenience?</i>
SERVICE / BUFFET					
Taking an order at the table	X			Appreciated, but person could be trained in-house (e.g. student)	
Cleaning of the coffee machine		X		No	

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KITCHEN / BAKERY					
Baking layers of sponge cakes for the stock			X	Appreciated, but person could be trained in-house	yes
OTHERS					
Writing an invoice for a birthday event			X	yes	yes

Step 6

Determine tasks to your staff for very busy days on one hand, but also for the other days. For busy days with more staff you could for example split tasks of service and buffet: One person prepares the drinks, two waiters make the service.

Keep in mind that “being prepared” and the so-called “Mise en Place” in gastronomy (the preparation of equipment and food before the service starts) is essential for a restaurant or café – that means that the cakes have to be ready before the busy times start!

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