

## Café Lead & Guest Experience Supervisor

**Reports To:** Owner / General Manager

**FLSA Status:** Non-Exempt

**Location:** Woburn, MA

### Job Summary

The Café Lead & Guest Experience Supervisor oversees café operations and serves as the welcoming host for families entering Petit Play Café. This role blends café leadership, front-of-house coordination, and guest check-in management ensuring families are greeted warmly, waivers are completed, visits flow smoothly, and the café runs with calm, confident consistency.

### Primary Responsibilities

#### Guest Welcome & Check-In (First Point of Contact)

- Greet families upon arrival
- Guide guests through the check-in process
- Confirm waivers and agreements are signed
- Collect or verify payment when applicable
- Answer questions
- Assist with café and retail purchases as needed

#### Café Operations & Service

- Prepare espresso drinks and beverages consistently to standard
- Serve pastries + light fare
- Maintain a beautiful and tidy café environment
- Open/close café and manage daily beverage service flow
- Support POS and cash handling
- Train and support café team members
- Assist with ordering + inventory planning
- Maintain food safety + sanitation best practices

#### Collaboration with Play Team

- Communicate capacity status and traffic patterns
- Support Play Leads with guest questions
- Alert team to safety or behavioral concerns if observed

#### Team Leadership & Culture

- Mentor café + front-of-house team members



- Help onboard & train new hires
- Encourage teamwork between café and play floor

### **Light Admin Support (as needed)**

- Document incidents or guest feedback
- Flag inventory or maintenance needs

### **Qualifications**

- Prior café / hospitality or customer-facing leadership experience preferred
- Warm, confident, emotionally intelligent communicator
- Excellent multitasking ability
- Strong organizational habits
- Calm presence in family-focused environments
- Interest in coffee quality + guest experience
- CPR/First Aid willingness preferred
- Experience working with families or children is a plus

### **Physical Expectations**

- Ability to stand for extended periods
- Lift up to ~20 pounds
- Work in a lively, kid-friendly space

### **Compensation & Schedule**

- 30-35 hours/week to start
- Weekday + weekend availability required
- Flexible, family-friendly scheduling where possible

### **Pay Range**

**\$17-21/hour + tips**

