

## Area Coach - Delhi

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Company: Cafe Coffee Day

Location: Delhi

Category: other-general

About Café Coffee DayCafé Coffee Day is India's largest café chain in terms of the number of café outlets with more than 460 cafes across the country. CCD, as it is popularly called, opened its first café in Bengaluru in 1996 and has pioneered the coffee culture in the chained café segment in India by bringing in a range of delectable food and beverage products served in a contemporary, youthful ambience, and offering a variety of novel experiences - all with a promise of "A lot can happen over coffee!". CCD operates through Coffee Day Global Limited (CDGL), a subsidiary of Coffee Day Enterprises Limited. CDGL is arguably India's largest coffee retail conglomerate with leadership position also in the automated beverage dispensing solutions under the brand name Coffee Day Beverages with distribution across more than 1330+ towns and cities across India. CDGL also operates a network of 280+ refreshment kiosks offering affordable food and beverages for on-the-go customers under the Coffee Day Xpress brand name.

**Key Responsibilities and accountabilities of the Role :**

- Leadership and Management:** - Provide leadership and guidance to Café managers and their teams within the area.- Recruit, train, and develop Café managers and staff.- Set performance expectations, goals, and KPIs for each location.
- Operational Excellence:**- Ensure consistent implementation of company policies, procedures, and operational standards across all locations.- Monitor and improve operational efficiency and cost management.- Oversee inventory management, supply chain, and logistics for the area.
- Sales and Revenue Growth:**- Develop and execute strategies to increase sales and profitability in the area.- Analyze sales data and market trends to identify opportunities for growth.- Implement marketing and promotional initiatives to drive

sales.Customer Service:- Ensure a high level of customer satisfaction and service quality at all locations.- Address customer complaints and feedback in a timely and effective manner.Financial Management:- Monitor and manage budgets, expenses, and financial performance for each location.- Analyze financial reports and make recommendations for improvements.Compliance and Safety:- Ensure compliance with all local, state, and federal regulations and company policies.- Implement safety protocols and standards to protect employees and customers.Quality Assurance:- Maintain quality control standards for products and services.- Conduct regular audits and inspections to ensure consistency and quality.Reporting and Communication:- Provide regular reports and updates to senior management on the area's performance.- Communicate with store managers and staff to relay company directives and updates.Compensation : 6 LPA  
Desired Candidate Profile:• Graduation with MBA from reputed institution• 8 to 12 years• Good interpersonal skill• Strong business sense and industry expertise• Functional Skills : - Strong communication and interpersonal skills.- Analytical and problem-solving abilities. • Technical Skills : - Several years of experience in a leadership or management role,preferably in a similar industry.- Knowledge of industry trends and competitive landscape.- Ability to travel to various locations within the designated area. •Language Fluency : - English, Hindi any other local language

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