



Section 4. Management and Organization 'Kitty Kafe'

Management is composed first-planning, then directing, organizing, and finally staffing and exercising control over an organization. We can consider an organization as a system, and so management in that system can also be described as a human activity, which involves designing to smooth the progress of producing positive results.

In the 21st century, information technology is an integral part of everyday business tasks and endeavors. Business management refers to how business matters are taken and how business activities are developed. This helps people to be more organized so that they achieve common goals and tasks.

Steve Jobs said, "Simple can be harder than complex: you have to work hard, clear your thinking to make it Simple". The main principles of a good manager are 5, if every manager teaches them well, he will stand out in any organization

The 5 principles are:

- The function of Management.
- Types and roles of managers in the organization.
- Effective management of organizational resources
- Understanding and applying the four dimensions of emotional intelligence (EQ) to maximize human potential.
- Get to know the business.

According to these 5 stages, our team of directors found the right person to run our 'Kitty Kafe' business perfectly. Together with my team, we decided that Lika Keinasvili, who is also an investor in the Kitty Cafe business, should be the manager, because she has the most experience in this area of the business and thus, the profit from the business will remain within the investors.

A good café shop manager can improve the business.

Lika's work as the Kitty Kafe Manager began with managing the day-to-day operations of the cafe. The manager's job starts right before the coffee shop opens and continues until the coffee shop closes. The manager emphasizes the various tasks involved in running a successful coffee shop. The main procedures carried out in Kitty Kafe are:

- Procedures for opening Kitty Kafe - tasks to be performed by staff and responsibilities of staff members.

- A typical day at Kitty Kafe - making special offers for customers and their pets. Reporting the work of the front staff on shift with the second staff for the day. Good customer relations.
- Procedures at the end of the day (closing)-Putting away the remaining food of the day, packing and safe, food safety plan at Kitty Kafe, cleaning, discussing the problems during the previous working day.
- Skills for a successful cafe, Kitty Kafe - General skills for all staff, high service standards. Important steps in coffee preparation and food safety and handling for both people and their pets.
- Qualifications for working at Kitty Kafe - different qualifications and skills are required for different activities. Good communication skills.



Working time of Kitty Kafe for customers and their pets is normal like others coffee shops. The open time start from 10am and its finish 7pm weekdays, weekends Kitty Kafe works from 9am to 8pm.

WORKING HOURS

Mon 10:00 - 19:00

Tue 10:00 - 19:00

Wed 10:00 - 19:00

Thu 10:00 - 19:00

Fri 10:00 - 19:00

Sat 09:00 - 20:00

Sun 09:00 - 20:00



IT'S COFFEE TIME!

The other important part of being a Kitty Kafe manager is hiring and assigning new service staff. After hiring the staff, the other important part is the training of the new employees. Kitty Kafe employees go through training on how to prepare drinks and how to properly use the coffee equipment. And cat trainers go through special training that qualifies them to work with cats. This training is special and only at Kitty Kafe.



The Kitty Kafe manager also develops performance standards for the cafe's employees and creates schedules based on staffing needs. Kitty Kafe always cares about the well-being of its employees.

The job of the cafe manager is very responsible. Lika, the manager of Kitty Kafe, oversees all the action that happens in the cafe. She can ensure that everything in the cafe runs smoothly, from the quality of customer service to the cleanliness of the establishment and the accuracy of customer orders. The Kitty Kafe manager's salary is different because she receives bonuses in the form of tips.

Manager Lika, who is also an investor in this cafe, has all the qualifications listed below that make her good at her job.

- She holds a GED certificate for this position.
- Training and experience - She gained experience and knowledge in this field when she was employed and then she observed the work of the current cafe managers. Lika is also trained in specific computer programs and point of sale systems that coffee shops use to run their business. She is also trained to track customer purchases and pay employees.

Successful coffee shop managers must also possess the following knowledge:

- Leadership- Cafeteria managers are role models for their employees, and they set the tone for the workplace.
- Communication- communication is a very important part of the work of a successful manager, it is the transmission of information. The manager must communicate effectively with his staff, customers, and suppliers of goods to be able to give clear instructions and answer all questions

correctly and comprehensibly. Communication with customers should be friendly and professional.

- Solving problems- It is the manager's responsibility to keep staff and customers happy. This can be done by identifying problems and working to resolve them. For example, if the customer is dissatisfied with the order or the service, here the manager can use his knowledge to solve the problem and make everyone happy.
- Organization- Organization is another important skill that helps managers in their successful work. Organizational skills help create employee schedules and track them. Which also helps to keep the workplace clean.
- Customer service- Friendly communication with customers is very important for managers to make a pleasant impression on their customers and gain more customers and popularity. Some coffee shop managers (like Kitty Kafe) train their employees to be nice to customers so that customers feel valued.

Thanks to the manager of Kitty Kafe who has all these skills, now Kitty Kafe is a very popular and successful cafe.

The managerial work environment is generally quite fast-paced. Cafe managers usually work long hours from early in the morning until late at night, sometimes they may work on weekends and even be asked to work on holidays. This is because they are responsible for many things in the cafe:

- *The daily work of the cafe
- * Staff monitoring
- * Customer complaints and complaint processing
- * The cafe runs smoothly and efficiently
- * Development of promotional campaigns to increase sales.

As coffee shop trends are changing and coffee shop managers need to follow the new trends to keep up with what is required in this industry. The new trend in coffee shops focuses on quality coffee beans that are sourced from small farms and the special thing about them is that they are roasted by hand. This is exactly the trend that we at Kitty Kafe offer to our customers to make them feel special every time they drink our coffee. This trend is growing, so coffee shop managers need to be aware of new coffee trends and how coffee beans are developed so that managers can be competitive. They also need to know how to source high-quality coffee beans and roast them properly.

The other important trend in coffee shops is good customer experience. Managers nowadays also need to focus on the positive experience of their customers when they visit the coffee shop. This means that managers should pay more attention to the hospitality and cleanliness of the establishment, as well as the quality of the

products. Also, they need to understand what makes their customers happy. Kitty Kafe customers remain very satisfied with the good service, as well as with the attitude of our trainers towards their pets.

Healthy eating is also a much sought-after trend in coffee shops these days. Health and wellness are one of the emerging trends in coffee shops as well. At Kitty Kafe, we care about the health of our customers by offering them healthy snacks or bars with their coffees to sweeten their coffee. Cafe manager Kitty adapts the cafe's menu to customer requirements. This includes healthier options for sweet treats made in healthier ways.

Here comes the other important job of the Daily product safety checklist (DPSC) manager.

This includes:

- regular hand washing and use of disposable gloves
- Provide the right-hand soaps.
- Opened foods should be refrigerated and stored in accordance with procedures.
- Cleaning agents should be stored away from foodstuffs.
- Keep cat food away from human food.
- Canned cat food should only be stored in the refrigerator.

All these health and safety are followed at Kitty Kafe and that's why our customers stay healthy and happy along with their pets.

Menu of Kitty Kafe

Kitty Cafe's menu offers its customers, as I mentioned above, healthy foods as well as high-quality coffee. Here I want to introduce you to the menu of Kitty Kafe:

- Fruit pies- the fruit pies made from season fruits and coconut sugar. Every day fresh.
- House made Ice Cream- Banana Ice Cream, Avocado Chocolate Ice Cream and Coconut ice cream.
- Smoothies and Shakes – Different fruit flavors and with nuts milk.
- Oatmeal Bars with raspberry, strawberry, and chocolate chips.



Kitty Kafe Cats Menu

- Cooked beef
- Cooked Chicken
- Cooked Turkey
- Small amounts of lean delicacies

Since cats need to eat more meat because it helps them have a healthy heart, good eyesight, and a healthy reproductive system, that's why Kitty Kafe's menu is dominated by cat meat. We also offer small granules for pampering small pets after training with the trainer. Kitty Kafe also provides water and milk for the cats to drink.



Kitty Kafe's menu is made according to all government standards that are required in the United Kingdom. It was discussed with the cafe directors and developed together with a food and beverage specialist. This menu is subject to change as customer requirements and preferences change. New trendy foods can be added and those that are not preferred by customers can be removed from the menu.

The manager of Kitty Kafe made changes to the menu by bringing more clarity and shortening some of the products. The manager plays an important role in the approval and development of the menu because most of the ideas in the menu come from Lika, the manager of Kitty Kafe.

A qualified manager can manage any business and make it successful and popular. He /she brings a well-functioning team and a calm working environment to his /her

work. That's why at Kitty Cafe, the employees remain satisfied with both their work and their salary.

Ayten Tair

Section 6: Conclusion

Managerial position is quite a responsible job, for a manager to be successful, he must comply with the vision, leadership, systems, and structures of the organizations he works for. Every job requires that we treat people fairly. This also applies to the manager themselves. They also need to value their own services and values to be dedicated in their work. A manager must do his\her best to be a good example to his\her team and clients. An effective manager achieves high results for the organization in which he\she works and builds trust and positive relations with his\her employees only if he\she is responsible for his\her position.

A successful manager is made, not born. With continuous work on themselves, they are built as such. Every manager first starts at the bottom, from where, if he\she is persistent, he\she rises and makes his\her way to the top, but this requires quite a lot of hard work over many years. Sometimes an excellent manager is also made by practicing and learning from another successful manager.

Organization is also a very important part of the work of managers, for a business to be successful and to develop and structure properly, it is necessary to have a good organization. Regardless of business, organizations include executives and top managers. Above the management position there is an executive director and a board of directors.

In interpersonal relationships, managers can be leaders and guiding figures. In information environments, the manager's role is to monitor and share information.

According to Jones and George, "A managerial job is a set of different tasks that a manager has to perform because of the position he\she is in."