COO: Liaise with CEO to make decisions for operational activities and set strategic goals. Plan and monitor the day-to-day running of business to ensure smooth progress. Work along with Full-Time Chartwell’s manager to supervise staff from different departments and provide constructive feedback. Evaluate regularly the efficiency of business procedures according to organizational objectives and apply improvements. Manage procurement processes and coordinate material and resources allocation. Oversee customer support processes and organize them to enhance customer satisfaction. Review financial information with CFO and adjust operational budgets to promote profitability. Revise and/or formulate policies and promote their implementation. Manage relationships/agreements with external partners/vendors. Evaluate overall performance by gathering, analyzing and interpreting data and metrics. Ensure that the company runs with legality and conformity to established regulations.

CMO: Design and implement comprehensive marketing strategies to create awareness of the company's business activities. Produce ideas for promotional events or activities and organize them efficiently. Plan and execute campaigns for café promotion, evaluating current food/beverage items etc. Monitor progress and submit performance reports. Responsible for producing valuable content for the company's online presence, editorial design and organizing the café’s publications. Conduct general market research to keep with trends and competitor's marketing movements. Control budgets and allocate resources amongst projects. Become the organization's agent towards external parties such as media, customers and potential clients and build strategic partnerships.

CFO: Drive the company's financial planning. Evaluate costs in order to make improvements on the efficiency of the café. Control and evaluate the organization's fundraising plans. Ensure cash flow is appropriate for the organization's operations. Work alongside Chartwell’s to oversee all finances of the café. Manage vendor relationships. Prepare reliable current and forecasting reports. Ensure compliance with the law and company's policies. Analyze monthly P&L Statement and report to team on current status and improvements that need made to improve the café’s financial standing. Allocate budgets to each team member and oversee spending of each member.