



## JOB DESCRIPTION

**Title: Cafe Manager**

**Classification: Exempt**

**Salary Range: \$50-\$55k/year**

**Original Date: 1/1/2014**

**Department: Cafe**

**Position Status: Full Time**

**Reports to: Cafe General Manager**

**Date of Review: 4/25/2024**

### **Job Objective**

Oversee and coordinate the planning, organizing, training and leadership necessary to achieve stated objectives in sales, costs, employee retention, guest service and satisfaction, food quality, cleanliness and sanitation.

### **Essential Functions**

*Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

- Understand completely all policies, procedures, standards, specifications, guidelines and training programs.
- Ensure that all guests feel welcome and are given responsive, friendly and courteous service at all times.
- Ensure that all food and products are consistently prepared and served according to the restaurant's recipes, portioning, cooking and serving standards.
- Achieve company objectives in sales, service quality, appearance of facility and sanitation and cleanliness through training of employees and creating a positive, productive working environment.
- Control cash and other receipts by adhering to cash handling and reconciliation procedures in accordance with restaurant policies and procedures.
- Make employment and termination decisions consistent with General Manager guidelines for approval or review
- Fill in where needed to ensure guest service standards and efficient operations
- Continually strive to develop your staff in all areas of managerial and professional development
- Prepare all required paperwork, including forms, reports and schedules in an organized and timely manner.
- Ensure that all equipment is kept clean and kept in excellent working condition through personal inspection and by following the restaurant's preventative maintenance programs.
- Ensure that all products are received in correct unit count and condition and deliveries are performed in accordance with the restaurant's receiving policies and procedures.
- Schedule labor as required by anticipated business activity while ensuring that all positions are staffed when and as needed and labor cost objectives are met
- Be knowledgeable of restaurant policies regarding personnel and administer prompt, fair and consistent corrective action for any and all violations of company policies, rules and procedures

- Fully understand and comply with all federal, state, county and municipal regulations that pertain to health, safety and labor requirements of the restaurant, employees and guests.
- Provide advice and suggestions to General Manager as needed.

### **Supervisory Responsibility**

Ensure hourly team is executing procedures properly and in a timely manner.

### **Competencies**

Customer Focus

Flexibility

Time Management

Teamwork Orientation

### **Qualifications**

- Must be 21 years of age
- A college degree is preferred. A Bachelor of Science in hotel/restaurant management or Bachelor of Business Administration is desired.
- Have knowledge of service and food and beverage, generally involving at least three years of front-of-the-house operations and/or assistant management positions
- Possess excellent basic math skills and have the ability to operate a cash register or POS system

### **Special Position Requirements**

- Valid Tennessee Driver's License
- Must have availability to work a changing schedule
- Will work nights, holidays, and weekends

### **Preferences**

- Multi-lingual
- Serve Safe Certified
- ABC certified
- Proficient Knowledge of Microsoft Office
- Proficient Knowledge of Food and Beverage Software
- Creative, highly motivated, eager, and enthusiastic while implementing company policies, standards, programs and procedures
- Ability to manage in a diverse environment with focus on client and customer services is essential to success in this role

### **Work Requirements**

- Be able to work in a standing position for long periods of time (up to 9 hours).
- Be able to reach, bend, stoop and frequently lift up to 50 pounds
- Must have a stamina to work 50 to 60 hours per week

*The Loveless Cafe LLC is an equal-opportunity employer and is committed to hiring and maintaining a capable and committed workforce. EOE/M/F/D/V*