



Position Title: Café Assistant Manager
Job Opportunity: Seasonal

The Well Dressed Food Company will be operating the Café and foodservice operation for The Adirondack Museum in Blue Mountain Lake, NY for the 2017 season which runs from April 2017 through October 2017. We are seeking 12-15 individuals who are outgoing, highly motivated individuals who love food to join our team.

Specifically, we are seeking individuals to work in our foodservice operation at The Adirondack Museum during the 2017 season. - preparing meals, sandwiches & salads, selling our market items, stocking & maintaining our market shelves and most importantly creating a great customer experience.

In addition to very competitive wages, other benefits include being part of an amazing team, working in one of the best communities in the North Country and getting to share your passion with our customers. Management positions can incorporate on-campus housing as a part of the compensation package. We offer a 20% discount on our products and a free meal during your shift. It's also an experience that will look great on your resume.

Well Dressed Food is an equal employment opportunity organization and welcomes all persons regardless of age, color, national origin, citizenship status, physical or mental disability, race, religion, creed, gender, sex, sexual orientation, gender identity and/or expression, genetic information, marital status, status with regard to public assistance, veteran status, or any other characteristic protected by federal, state or local law.

Job Summary:

The Café Assistant Manager assists the Cafe Manager in running an efficient and profitable operation of The Cafe at the Museum. He/she is responsible for ensuring that the Cafe meets Company standards in sales, staffing, product quality, visual merchandising, and operations. The assistant manager assists the Cafe manager with the goal of providing Guests with excellent, quality products and fast, friendly service. This position enforces all procedures in the absence of the Cafe manager and coordinates, as necessary, with the Corporate Office. Assistant managers assist in training team members. He/she will be expected to have significant product knowledge and demonstrate positive, friendly and courteous Guest service, as well as be able to demonstrate a commitment to our Guiding Principles and House Rules.

Cafe Operations:

- Assists Cafe manager in managing a profitable Cafe, reviewing controllable expenses, and monitoring labor costs.
- Partners with the Cafe manager in creating sales volume growth and creating a positive Guest experience.

THE WELL DRESSED FOOD COMPANY
fine foods & provisions

87 Park Street ✂ Tupper Lake, NY 12986 ✂ 518-359-5280 ✂ welldressedfood.com



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- Assists Cafe manager in planning and executing sales promotions and maintaining a positive community image.
- Ensures that the Cafe has sufficient product, merchandise, and supplies needed to manage an efficient Cafe.
- Performs opening and closing duties.
- Delegates duties, as necessary, to Kitchen Team and Guest Service Associates.
- Performs financial documentation and register readings during shift.
- Ensures that the Cafe, backroom, and equipment are maintained in a safe and clean manner.
- Assists Cafe manager in writing a weekly schedule according to labor guidelines and considers any fluctuations in sales due to holidays or local events.
- Assists the Cafe manager in maintaining proper loss prevention standards, reviewing cash handling procedures, deposits and safe procedures.
- Responds to any and all emergencies while on shift by directing or performing steps necessary to ensure medical treatment and/or escape routes are available.
- Informs the Cafe manager of any operational inconsistencies, employee incidents, accidents, potential safety hazards, or any unusual or pertinent events.
- Reports employee accidents and potential safety hazards to the Cafe manager; completes appropriate paperwork, and recommends a proper course of action.

Service:

- Is a Role Model for outstanding service and “owner” of the service initiative at the Cafe.
- Pro-active in solving Guest problems and satisfying Guests in various situations.
- Ensures that all team members are committed to and demonstrate our Guiding Principles and House Rules.
- Ensures that all team members provide Guests with efficient and friendly, superior service on a consistent basis.
- Consistently monitors, coaches and encourages team members to meet the Company’s service standards.
- Maintains high cleanliness standards consistently throughout the Cafe in the areas of Cafe appearance, merchandise and equipment.
- Responds proactively to prevent and resolve Guest service situations.
- Maintains efficient, friendly service standards.

Product:

- Ensures that all team members are educated on our products and services, by developing an understanding of our various offerings
- Consistently maintains the highest quality product standards.
- Follows all Company recipes and procedures.

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Training & Development:

- Contributes information to the Cafe manager on performance appraisals for team members they directly supervise.
- Counsels team members, facilitates team member training efforts, conducts regular performance reviews, and disciplines team members, as necessary.
- Assists in the training of new employees.
- Motivates staff to maintain quality and consistent product.

Qualifications:

- Minimum high school diploma or equivalent retail/management experience.
- One year retail/café/restaurant experience preferred.
- Register and cash handling experience.
- Proficient on a computer; familiar with software programs such as Microsoft Word, Excel, Outlook.
- Must be able to work overtime, including weekends, evenings and special events as needed.
- Well-organized, detail-oriented and able to multi-task.
- Must have effective problem solving/decision making abilities.
- This position will require frequent standing and use of hands and arms.
- Must be able to lift up to 30lbs and frequently bend and twist from the waist.
- Frequently required to use hand and finger motions, handle or feel objects, reach with hands and arms.
- Must be able to adjust vision to both day and night lighting, and be able to focus on distant and close-range projects. Regularly required to handle food, hot beverages, and work with sharp objects.
- Must have excellent verbal and written English communication skills.

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