



## **Position Title:** Cafe Manager

## **Job Opportunity:** Seasonal

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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 Manager is responsible for leading all team members in the efficient and profitable operation of The Cafe at the Museum. He/she is responsible for managing the day-to-day Cafe operations, maintaining high Cafe standards and conditions, and fostering a positive environment, which provides consistent fast, efficient, and friendly service ensuring a Total Quality Experience for both our Guests and team members. The Cafe manager creates the tone and personality of the Cafe by being an advocate of training, Guest service, product knowledge and education, encouraging safe work practices, and a demonstrated commitment to our Guiding Principles and House Rules.*

### **Cafe Operations:**

- Ensures and is accountable for profitability of the Cafe by growing sales and controlling costs of goods, inventory levels, labor, supplies and expenses.
- Maintains and utilizes daily, weekly, quarterly and annual financial reporting tools.
- Ensures proper team member coverage, scheduling according to the needs of business while maintaining target labor costs.

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**THE WELL DRESSED FOOD COMPANY**  
*fine foods & provisions*

87 Park Street ✂ Tupper Lake, NY 12986 ✂ 518-359-5280 ✂ [welldressedfood.com](http://welldressedfood.com)



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- Oversees all cash and media management functions. Able to perform all POS duties, front and back of house functions including opening and closing procedures, coordinating with the Corporate Office as necessary.
- Maintains proper loss prevention standards, reviewing cash handling procedures, deposits and safe procedures.
- Maintains a clean well-merchandised Cafe, following visual presentation plans and standards.
- Facilitates on-going training and development of current staff.
- Promotes and practices safe work habits, identifying and resolving potential safety hazards, operational inconsistencies and any team member or Guest incidents.
- Documents accidents, conducts initial investigation and determination of root cause in the interest of maintaining a safe work environment. Conducts monthly safety meetings ensuring team member compliance in all safety initiatives.

### **Service:**

- Is the Role Model for outstanding service and “owner” of the Guest Experience.
- 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, friendly, superior service on a consistent basis.
- Consistently monitors, coaches and encourages team members to meet the Company’s service standards.
- Assesses and provides adequate staffing to provide efficient and friendly, superior service.
- Maintains high cleanliness standards consistently throughout the Cafe in the areas of Cafe appearance, merchandise and equipment.

### **Product:**

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

### **Training & Development:**

- Provides ongoing training and development to all team members in the areas of operating standards, Guest service and product knowledge.
- Demonstrates the ability to lead, effectively communicate, and champion House Rules, and Standard Operating Procedures.

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- Builds morale and team spirit by fostering a work environment where team members input is encouraged and valued.
- Ensures each team member has received proper training to perform and exceed expectations.
- Continually develops team members, establishing specific performance objectives, and measuring team member performance regularly.
- Coaches and counsels team members for improved performance, documenting developmental plans as necessary.

### **Qualifications:**

- College degree and/or equivalent Retail/Café management experience preferred.
- Proficient on a computer; familiar with software programs such as Microsoft Word, Excel, Powerpoint & 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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