



Title: Cafe Manager
Reports To: General Manager
Status: Wage Band 3, **Hourly,**
Full-Time

Department: Cafe
Supervises: Cafe Leads & CTMs

The Cafe Manager leads an organized and smooth running department that focuses on providing an ever changing variety of healthy, **nourishing meals, snacks, baked goods, fresh meat, seafood and cheese.** The Cafe Manager will meet department objectives for sales, margin, labor and customer service satisfaction. They will hire, train and motivate employees. They will also provide coaching and performance management when necessary. The Cafe Manager supports the General Manager's goals for the overall store through their work, by participating in meetings and by performing other tasks as assigned.

Customer Service

- Model exceptional customer service skills.
- Train employees to achieve sales and consistent service by providing a fast and friendly experience to every customer.
- Train staff to assist any customers within the store.
- Ensure customer experience, and selections are the same at all times during cafe hours.
- Oversee an ongoing sampling program to highlight specials, drive the business and maintain excitement within the grocery department.

Operations

- Meet/exceed goals for sales, margin, labor, and inventory and implement corrective action as needed. The Cafe Manager manages our meat, cheese, prepared foods, bakery, juice/ coffee bar, and bread departments.
- Monitor sales reports regularly. Ensure pricing, descriptions, ingredient lists, etc. are accurate and up-to-date.
- Set production priorities to ensure displays are fully stocked and rotated for freshness.
- Research, develop and cost new recipes.
- Create seasonal menus (summer, fall, winter, spring). Plan the menu for excitement and variety. Combine taste, nutrition and eye appeal. Provide meal options for vegan and vegetarian diets.
- Manage food quality by ensuring processes are in place, to include: forecasted food ordering, safe receiving, recipe adherence, recording and analyzing production, proper food handling, time and temperature control, and sanitation processes.
- Provide an accurate cafe department inventory quarterly.
- Monitor cooler and freezer temperatures, notify The General Manager of potential malfunctions.
- Follow established procedures for handling equipment breakdowns. Advises The General Manager of equipment problems/needs.
- Ensure department staff have tools and equipment needed to perform department tasks. Ensures department tools and equipment are maintained in working order.
- Ensure that all food production and display areas are clean, well ordered, safe for customers and staff, and meet health standards.
- **Ensure customer restrooms are kept cleaned, stocked and maintained..**
- Keep apprised of all applicable food safety and handling guidelines and provide staff training.
- Continually evaluate department conditions, operations, and performance for improvement opportunities.
- ServSafe Certification
- Willingness and ability to cover all aspects of department operations as needed.

Merchandising

- Plan attractive displays with uniform signage. Ensure displays are exciting and engaging for shoppers and that displays are fully stocked and rotated.
- Provide plan-o-grams for department display areas as needed..
- Develop strategies to drive sales and improve profitability.
- Plan promotions and cross-merchandises within departments while working with The Grocery Manager and The General Manager.
- Plan and implement weekly and monthly sales.
- Monitor industry trends.

Personnel

- Hire, develop and train talented employees.
- Provide on-the-job training. Follow-up with employees to evaluate their learning process experience.
- Supervise cafe employee day-to-day operations.
- Actively motivate the cafe team: lead regular huddles and meetings, ensure department communication is efficient and effective, and supports all team members in achieving department goals.
- Ensure the cafe staff is outfitted in clean, proper uniforms including hair restraint and name badges.
- Demonstrate leadership by providing honest feedback, coaching, mentoring and recognition.
- Conduct scheduled performance evaluations.
- Follow disciplinary action process per established store policy. Advise The General Manager on staff terminations.
- Maintain a weekly employee labor schedule, ensuring hours are aligned with targeted labor cost.

Purchasing

- Ensure product orders are sufficient to meet department in-stock minimums. Develop alternative strategies for in-stock levels when necessary.
- Ensure cafe department ingredients are aligned with Co-op strategic goals.
- Ensures meat and cheese section products and purchasing strategies are aligned with Co-op strategic goals.
- Ensure orders are received and credits are obtained following established procedures.
- Ensure there are accurate shrink records for cafe products.
- Process invoices in a timely fashion.
- Negotiate with suppliers for favorable prices, terms, quality and cafevery of products.

Other Responsibilities

- Attend monthly **lead** meetings.
- Work with The General Manager to develop annual strategic & tactical plans for the cafe department.
- Work with The General Manager in setting sales, margin, and labor goals.
- Participate in co-op peer group meetings and report to GM regularly.
- Perform other tasks assigned by General Manager.

Environmental Conditions

The work environment described here is representative of the conditions an employee may encounter while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions of the job.

- Frequent exposure to cold, hot, wet or humid conditions.
- Frequent interactions with hazardous equipment (gas oven, heat elements, food processor, etc.)
- **Frequent handling of fresh foods which may include nuts, flour, dairy, meats and seafood.**
- Exposure to fumes, airborne particles, hazardous materials ranging from natural to chemical (store products, cleaning products, scents from working in a public setting).
- Handling objects that have been handled by the public.
- Frequently performs work standing on various terrains, including cement floors, grass, gravel, and concrete.

Job Description - Cafe Manager

- May work occasionally in temperature extremes (walk-in freezer, outside warehouse, hot kitchen, etc.).
- Noise level in the store is usually moderate to loud.

Physical Requirements

The physical requirements described here are those that an employee must meet, with or without reasonable accommodation, to successfully perform the essential functions of this job.

- Ability to use computer keyboard, monitor, mouse, telephone, and various office equipment and software continuously.
- Ability to lift and carry up to 30 pounds frequently.
- Ability to lift and carry up to 50 pounds occasionally.
- Ability to push carts weighing in excess of 100 pounds.
- Ability to be present and working in assigned area for up to 4 hours without rest.
- Ability to bend, stoop, squat, kneel, climb stairs or ladder.
- Ability to reach above shoulder height occasionally.
- Ability to talk and hear to communicate with customers.
- Finger and hand dexterity with ability to grasp and hold items of different sizes.
- Vision ability – close, distance, peripheral vision and depth perception.
- Ability to read register screen and product and shelf labels.

Qualifications

To perform this job successfully, an individual must be able to perform each essential function satisfactorily, with or without reasonable accommodation. The requirements listed below are representative of the knowledge, skill and/or ability required.

- Experience in restaurant or grocery cafe industry, including purchasing & management experience.
- Experience using electronic inventory & Point of Sale Software (LOC SMS preferred).
- Excellent communication skills and willingness to work as part of a team; ability to communicate effectively with customers.
- Attention to detail and organizational skills.
- Ability to complete ServSafe Certification
- Ability to read and interpret financial statements including margin implications.
- Ability to visually examine products for quality and freshness.
- Ability to follow instructions and procedures, work without direct supervision on a variety of tasks simultaneously, and delegate tasks and objectives to subordinates.
- Knowledge and familiarity of Microsoft Office products (Excel, Word, & Outlook)
- Knowledge of natural foods industry.

Chatham Marketplace Ends Statement

Chatham Marketplace exists so that Chatham County has:

- Access to healthy quality food
- A trusted market to support local and sustainable agriculture
- A resource for community engagement and education

Print Name

Sign

Date