

Title: Front of House Manager
Reports to: Director of Social Enterprise + Executive Chef
Status: Full time; Non-exempt (hourly)



Overview: Appetite For Change (AFC) is a nonprofit social enterprise in North Minneapolis whose mission is to use food as a tool to build health, wealth and social change. AFC's vision is thriving and socially connected communities creating a just, sustainable and local food systems.

Position Description: The Front Of House (FOH) Manager is responsible for all aspects of the dining-room area of Breaking Bread Café; oversees the FOH to ensure friendly, prompt and accurate service to café customers; and partners with the Kitchen (BOH) staff to ensure that all orders are prepared according to established standards, and delivered promptly and to the customers' satisfaction.

Key Responsibilities

- 1. Customer Service: ensure that customers have an excellent experience**
- 2. Staff supervision and development: Lead, manage and train all FOH staff**
- 3. FOH Operations: ensure that cafe facilities are properly managed**

Customer Service

- Gain deep understanding of all aspects of the Café's menu and kitchen operations.
- Ensure that the Café's Steps of Service and all Standard Operating Procedures are followed and customers are provided excellent service.
- Foster a friendly, inviting and comfortable environment for customers; anticipate and attend to their needs and desires.
- Partner with the kitchen staff to establish a harmonious working relationship between front- and back-of-house staff and operations.
- Speak to customers and special groups about Appetite For Change programs, mission, vision and values. Answer questions and direct customers to other staff and/or opportunities to participate, volunteer or donate.

Lead, manage, train and delegate.

- Supervise, educate and inspire FOH team. Lead, delegate, manage and discipline down-line employees. Schedule all FOH staff according to business needs.
- Revise, develop and enforce training tools to elevate staff's skills.
- Train each staff to understand their individual strengths and areas of improvement; devise growth plans for each FOH team member..
- Relay guest comments or suggestions to the Kitchen team/Executive Chef. Address customer dissatisfaction, taking appropriate measures.
- Plan and lead periodical FOH employee meetings and training sessions.
- Assume all positions as necessary and lead by example; be ready and willing to assist fellow staff as situations arise including, but not limited to: greeting customers, taking orders, running food, bussing tables, cleaning, sidework, etc.
- Advise AFC Leadership Team in the development of a formal training program for FOH job responsibilities.

FOH Operations

- Ensure that the Café's Opening, Closing, Sidework, and Cleaning checklists are adhered to.

- Partner with the kitchen to ensure that orders are taken promptly, placed with kitchen, and delivered from the kitchen to customers accurately and in a timely manner.
- Monitor FOH food items (soups, salads, sandwiches, baked goods, beverages) to ensure preparedness and adherence to standards, high quality presentation, portion control and appropriate storage, cooking and serving temperatures.
- Ensure highest quality of all food items received by the customer; assist the kitchen in ensuring standards are met.
- Monitor and maintain that all FOH areas are stocked according to par-levels.
- Work with the Executive Chef, Lead Prep Cook to define needs and place orders.
- Ensure that cafe is fitted with all required marketing materials (e.g table tents, blackboards, brochures, and other signage).
- Ensure that cafe premises are always clean and welcoming.
- Maintain a safe working area, and ensure the protection and maintenance of all operating equipment and Café property.
- Maintain safe food handling guidelines and follow all applicable state and local food safety regulations.
- Properly handle and store raw or prepared foods and non-food supplies.
- Understand operational/financial data (e.g. labor costs) to modify operations and adapt staffing to needs.
- Minimize waste, assist with inventory control, product stocking, and waste management.
- Assist in the development, revision and implementation of tools and documented procedures for optimal efficiency of kitchen operations.
- Help create and maintain an environment of respect, trust, hard work, and teamwork.

Qualifications/Requirements

- Two years related experience in a restaurant including at least one year in supervisory role.
- Food Manager Certification and Table service experience a major plus.
- Organized and capable of multi-tasking with attention to detail
- Knowledge of Microsoft applications including word and excel
- High standards of personal hygiene and personal appearances
- Enthusiastic and positive demeanor.
- In-depth understanding and knowledge of food safety, sanitation and handling procedures.
- Able to work early mornings, weekends and holidays. Hours may vary if manager must fill in for his/her employees or if emergencies arise.
- Ability to take direction, to follow formal processes, lead/work in a team environment, lead/work calmly and effectively under pressure, and to communicate clearly in a proactive and positive manner.
- Strong value for healthy/whole foods, community engagement and social enterprise.
- Willingness to work with youth in job skills programming.
- Ability to work well with diverse individuals.
- Ability to balance a variety of needs and capacity to multi-task
- Excellent verbal communications skills

AFC provides equal employment opportunity (EEO) to all persons regardless of race, religion, color, sex (including pregnancy, gender identity, and sexual orientation), parental status, national origin, age, disability, family medical history or genetic information, political affiliation, military service, or other non-merit based factors.