

THE SPOT ON MAIN COFFEEHOUSE/CAFE

Front of House Manager Job Duties

The Front of House Manager is responsible for every aspect of the day-to-day supervision of the front of the house, including hospitality, coffee production, cleanliness, and resources management.

An excellent Front of House Manager will possess a diverse set of skills. Skills which are important as a Front of House Manager include:

- A strong base of coffee knowledge
- Customer Service and Sales Skills
- Leadership skills
- Interpersonal skills
- Conflict resolution
- Attention to detail
- Financial understanding
- Physical stamina to withstand a full shift potentially on their feet

Duties & Responsibilities

- Maximize profitability, and set and meet sales targets, including motivating and training staff to do so
- Recruit, train, supervise, schedule, and appraise staff
- Foster the values of the organization with the team
- Ensure that The Spot on Main's Policies and Procedures are followed
- Reward, acknowledge, and/or discipline employees as necessary
- Provide outstanding customer service by preparing beverages to the highest standards
- Inventory, order, and receive delivery of coffee, milk, and other supplies
- Stock display cases and beverage cooler(s)
- Maintain The Spot on Main's high standards for product freshness and sanitation
- Organize and rotate stock following first in and first out procedures
- Anticipate and initiate tasks and delegate to employees

- Liaise with business owner regularly about issues, opportunities, and priorities

Essential Job Functions

- Able to stand for long periods of time
- Move at a brisk pace
- Lift loads up to 50 lbs. above waist
- Repetitive use of hands for grasping and manipulation
- Create specialty coffee drinks following recipes to the letter

Requirements

- Ability to anticipate and initiate tasks
- Passionate and knowledgeable about local, sustainably grown and made from scratch food - committed to excellence, dedicated to exceptional quality and cleanliness
- Keen attention and appreciation for detail
- Prompt
- Warm, friendly personality and positive attitude
- Good communication skills
- Trustworthy

FRONT OF HOUSE MANAGER EDUCATION/TRAINING REQUIREMENTS

A bachelor's degree in a related field prior experience. Should have prior experience or extensive knowledge in the coffee/cafe industry.

SALARY

Starting at \$35,000 a year, dependent on knowledge and experience.