

# Flint Institute of Arts

## *Cafe Manager*

**Department** Member & Guest Relations

**Reports to** Director of Member and Guest Relations

### Job Summary

Seeking an organized, efficient, and customer service-oriented Cafe manager to lead our growing team and handle the day-to-day operations of the Palette Cafe.

### Restaurant Manager Duties and Responsibilities

- All daily operations of the café including inventory, banking, food and supply ordering, food and beverage preparation for daily sales.
- Work in the café daily preparing all food and beverage items for customers.
- Plan new cafe menus and weekly specials
- Plan new and build upon special events to increase customer base and sales e.g., summer Friday patio night series
- Recruit, train, supervise, and develop the Palette staff
- Create employee schedules to always ensure adequate staffing of the cafe
- Maintain general order and cleanliness of both the café and the catering kitchen including cleaning windows, spot sweeping floors, dusting displays and emptying trashcans as needed
- Supervise proper preparation of food ensuring locations adhere to all health department requirements at all times in food storage, handling and service areas.
- Accountable for daily cash register sales and proper check in/check out procedures for self and other cash-handling employees.
- Handle paperwork and other administrative duties
- Maintain stock levels and order supplies when necessary
- Manage the budget and keep relevant statistical and financial records
- Ensure that the cafe complies with all necessary hygiene, health and safety, and licensing requirements and guidelines
- Ensure that all equipment and necessary supplies are in working order and stocked for the upcoming shift, notifying maintenance or other proper source (IT, etc.) immediately when equipment failure occurs.
- Work with the marketing department to promote and market the business, while consistently assessing profitability and identifying trends and areas for improvement
- Address customer inquiries and complaints
- Handle complaints, conflicts, questions, and suggestions from restaurant employees

### Restaurant Manager Requirements and Qualifications

- Associates, Bachelors, or specialized trade degree is preferred for this position.
- Or 5+ years of experience working in a restaurant environment. Prior experience as a manager is required
- Knowledge of P.O.S. systems (front of house and back office) is required. TOAST strongly desired.
- SERV Safe or comparable certification is required. TIPS or TAM certification will be required.
- Strong communicator with excellent interpersonal skills
- Customer service-oriented attitude
- Ability to work independently, as well as lead, manage, and motivate a team
- Analytical skills and a solid understanding of business management practices and strategies
- Keen problem solver eager to tackle challenges in an organized and strategic manner

### Physical Requirements

-Must be able to lift up to 50lbs.

-Must be able to endure shifts of up to twelve hours on your feet. This is a craft and should be treated as such. Business days may be full leaving little time for breaks. Adequate breaks will be taken when time allows.

### Disclaimer

The above statements are intended to describe the general nature and level of work to be performed by people assigned to this classification. They are not to be construed, as an exhaustive list of all responsibilities, duties, and skills required of personnel so classified. All personnel may be required to perform duties outside of their normal responsibilities from time to time, as needed.

**To apply:** Email your resume and cover letter to Sarah Mullane at [smullane@flintarts.org](mailto:smullane@flintarts.org). No phone calls please.