

# Flint Institute of Arts

## *The Palette Café Team Leader*

**Department** Member & Guest Relations

**Reports to** Food & Beverage Manager

### Job Summary

Seeking an organized, efficient, and customer service-oriented team leader to help lead our growing team and assist the Food & Beverage Manager with the day to day operations of the Palette Cafe.

### Team Leader Duties and Responsibilities

- Prepare food and drinks in a timely manner and to the highest standard
- Provide excellent customer service to patrons of the institute and *The Palette Café*- including food safety, proper etiquette and proper attire.
- Log and maintain communication for expiration dates, prep/storage dates, soups, pastries, stock, and drawer overage/shortage through logs binder, employee logs, and item labels.
- Train, supervise, and develop the Palette staff, including café attendants, cooks and bartenders
- Create employee schedules to ensure adequate staffing of the cafe at all times
- 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.
- Take daily inventory, maintain stock levels, prep food and order supplies when necessary
- Supervise, setup and breakdown bars for special events. Must be knowledgeable of all requirements and procedures regarding the sales of alcohol
- Address customer inquiries and complaints

### Team Leader Requirements and Qualifications

- Associates or specialized trade degree is desired for this position.
- 3+ years of experience working in a restaurant environment. Prior experience as a manager is preferred
- Knowledge of P.O.S. systems (front of house and back office) is required.
- ServSafe or comparable certification is required. TIPS or TAM certification desirable.
- 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.