

MANILA MART LLC – FRONT OF HOUSE SUPERVISOR

Manila Mart was established in 1996 serving the community as a Filipino/Asian specialty grocery store. In 2011 we grew to serve the community not only as a grocery store, but also as a Filipino fast casual café. As our customer base continued to grow, we added and renovated our space in Spring 2020. Manila Mart & Cafe consciously aspires to lead in the movement of showcasing Filipino cuisine to our mainstream DC, Maryland, and Virginia Metropolitan's (DMV) comfort food culture. We are a family company built on cultural tradition, love for one another, and lots of personality. Our goal is to serve our Filipino-American community of families and food adventurers of the DMV, authentic Filipino food and products while sharing our vibrant culture and customs through one positive customer experience at a time. As a family owned and private-progressive operating culture, Manila Mart & Cafe offers the comforts of a home cooked meal, that's accessible and sure to satisfy with every bite. We are determined to maintain and exceed our reputation of good value for money, fresh and flavorful, quality food with a wide variety. Our employees are and continue to be our greatest asset. We want our employees to understand their connection to the customer's satisfaction and how what they do matters and is a reflection on us. Service with a smile is an integral part of our core values. However, customer engagement and brand perception are more than our face-to-face service with a smile, but an ongoing relevant reminder of how we fit into their busy lives. Manila Mart's goal is to hire and retain professionals who are highly motivated, customer service-oriented individuals to join our work family and grow the brand.

WHY YOUR POSITION MATTERS

The Front of House Supervisor acts as the liaison between our front of house staff and upper management. You are responsible for ensuring all front of house staff is properly trained and day-to-day tasks are being completed correctly. The team relies on your extensive knowledge of the day-to-day operations and execution to lead the team through the day. A successful front of house supervisor enjoys working in an upbeat, team based working environment, can manage through stressful situations, and genuinely values making strong connections with their customers and peers.

EXPECTATIONS

- Can define and demonstrate what exceptional customer service skills are
- Can communicate respectfully and effectively with customers and co-workers (for example, can speak clearly, convey their message directly & thoroughly, and is receptive and responsive to others input)
- Has the ability to be self-aware and maintain a big picture view of what's going on around them (for example, knows how to and is willing to work cooperatively for the benefit of the team's overall performance)
- Has a go getter attitude, for example strives towards eventually being able to work independently with little supervision
- Is known for being punctual and reliable i.e. respects their own and their co-workers time by arriving promptly and prepared to work by scheduled time
- Have the ability to task switch quickly and perform well in a fast pace environment
- Values honesty and integrity both in the workplace and in their personal lives
- Be physically capable of lifting items at least 25 lbs in weight and actively stay standing for long periods of time with no difficulty
- Willing and able to learning names of Filipino grocery products, menu items, and store services
- Is known for being a self-starter, driven, and personable individual able to follow through on personal and team objectives
- Actively on the store sales floor in order to organize, plan, and direct the day-to-day operations
- Active listener, critical thinker, and has experience in consensus building

RESPONSIBILITIES

- Effectively manage all front house employees by ensuring each team member is well-trained and upholding their duties and responsibilities
- Regularly conducts and maintains routine performance evaluations of front of house staff

- Enforces and educates the team on company policies through in person and electronic communication
- Develops strategies to improve customer service, drive store sales, and increase profitability
- Ensures customer needs are met and complaints are resolved as quickly and professionally as possible
- Has an extensive knowledge on how to efficiently perform all our provided services and front house staff duties including but not limited to Cashier, Money Remittance, Food & Drink Expeditor responsibilities
- Create and present routine progress reports on the front of house team's performance
- Collaborate with management to ensures all products and displays are merchandised effectively to maximize sales and profitability
- Collaborate with management to forecast staffing needs to ensure the house is staffed appropriately to ensure high productivity, efficiency, and customer satisfaction. The Front House Supervisor is expected to fill gaps in coverage when needed.
- Identifies inefficiencies in the operation and offers solutions to the management team
- Has a strong understanding of food handling safety and basic food handling protocols
- Maintain proper grooming of nails, hair, facial hair, and have a clean presentable uniform at all times
- Plans team morale booster events and employee birthday celebrations

QUALIFICATIONS

- Must be able to follow the companies set rules, protocols, and guidelines to help prevent and reduce the spread of COVID-19
- **Must pass menu exam and basic safe food handling exam with a score of 80% or better before first day of work**
- **Must complete company's Sexual Harassment & Discrimination online course within 7 days of first day of work**
- At least 1 years' experience in a retail food service environment, working the register and managing merchandise
- At least 1 year of experience in a leadership role
- Must be able to attend management monthly meetings 1/month
- Proficient in Google Sheets, Google Docs, and Point of Sales Management Console
- Personally owns a laptop and cell phone to fulfill job responsibilities

SALARY & BENEFITS

\$16 - \$20 per hour (Salary rate varies based on your professional experience)

Paid Time Off (Full-Time Benefit Only)

10-30% Family/Employee Discount (Discount extends to immediate family members only)

5% Family/Employee Catering Orders (Discount extends to immediate family members only)

Lunch Coupon (per 8 hour shift)

Free Manila Mart T-Shirt

Thanksgiving Day, New Year Eve, & Christmas Eve are major holidays for our company. All employees are expected to work these holidays, unless given proper and timely notice to management for excused absence. If you are interested in the position, please complete the application form which can be found on our website www.manilamart.com.

Manila Mart LLC is committed to providing equal employment opportunity for all persons regardless of age, disability, national origin, race, color, religion, sex, sexual orientation, gender identity or expression, pregnancy, veteran or military status, genetic information or any other status protected by applicable federal, state, or local law.