

MANILA MART LLC – FRONT OF HOUSE GENERAL STAFF/CASHIER

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 team relies on you for a positive customer experience! Your primary role is to assist customers and ensure that their in-store experience is a positive one. Customers will likely have questions about our products, menu, or services and being able to properly answer their questions will give them assurance in their purchase. You are expected to be knowledgeable on all products and services we have to offer in order to best serve our customers with confidence. A successful front of house team member/cashier enjoys working in a team based environment, is self-motivated, and generally an enthusiastic person.

EXPECTATIONS

- Can define what exceptional customer service skills are
- Can communicate respectfully and effectively with customers and co-workers
- 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
- Self-starter, driven, and enthusiastic individual able to follow through on personal and team objectives

RESPONSIBILITIES

- Willing and able to learning names of Filipino grocery products, menu items, and store services
- Scan goods and input weight of applicable products and ensure pricing is correct
- Welcome customers, answer questions and phone calls, and provide service in a timely manner

- Has the capability to handle money transactions responsibility and keep accurate accounting details when counting money. Knows how to receive money in form of cash or card, dispense correct change, and issue receipts and refunds
- Responsibly operate scanners, scales, cash registers, tablets, and other electronics
- Bag items carefully to ensure safe transport
- Learn compliance laws associated with money transfers and learn how to process money remittance transactions
- Keep register, counter, and front house area clean, sanitized, and organized
- Learn product placement in order to assist customers and return unwanted items to shelves properly
- Learn the name of all the products we sell and their locations
- Learn how to stock take and fill shelves with inventory
- Keep shelves organized and stocked at all times
- Helps maintain the overall cleanliness of the store by completing general cleaning (sweeping, moping, taking out the trash, sanitizing tables, etc.)

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 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**
- Customer service or cashier experience
- Basic math and computer skills
- Be able to read, write, and type on a tablet

SALARY & BENEFITS

\$13.25 - \$16.00 (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 opportunities 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.