

MANILA MART LLC - BACK OF HOUSE FOOD EXPEDITOR POSITION

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 role is to expedite "made to order" items and pre-orders in the proper allotted time. "Made to order" items are menu items that you cook when the item is ordered and shot back to the kitchen display. A proficient BOH expeditor consistently releases food items on-time to help the front of house deliver the food to customers in a timely manner. When the food is released to the customer in the expected time frame on a consistent basis, the customer is more likely to have a pleasant and positive experience. A successful back of house expeditor handles stress well, enjoys the challenge of working in a face paced high energy kitchen, and is able to critically think while fulfilling customer orders.

EXPECTATIONS

- Can communicate respectfully and effectively with customers and co-workers
- Demonstrate ability to follow verbal and written instructions
- Has the ability to be self-aware and maintain a big picture view of what's going on around them; i.e. Knows how to ask for help when needed before it's too late, has a sense of self-awareness of how long tasks are taking
- Is willing to work cooperatively for the benefit of the team's overall performance
- In general speaks loudly and clearly when communicating
- Has a go getter attitude, for example strives towards eventually being able to work independently with little supervision
- Has the ability to task switch quickly and perform well in a fast pace environment
- 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
- Values honesty and integrity both in the workplace and in their personal lives
- Be physically capable of actively standing for long periods of time with no difficulty
- Is known for being a self-starter, driven, and personable individual
- Has experience working in a fast pace, high stress environment

RESPONSIBILITIES

- Completes opening, midday, and closing station checklists
- Maintains a clean and sanitary work station area including expo tables, fryers, and food utensils used
- Maintains verbal communication and is the main messenger between the back of house and the front of house

- Monitors the kitchen tablet and prepares “made to order” and pre-order items (includes catering orders) in a timely manner
- Communicates accurate wait times on food items to FOH staff
- Prepares and releases “made to order” food items within the expected time frame found on “Guide to Wait Times” training sheet
- Monitors the quality of food being released is to the company standards
- Takes on food prep tasks during down time that will not interfere with one’s ability to quickly bounce back to perform expediting duties
- Learns how to label, identify, and properly store food away in fridge and freezers
- Helps maintain the overall cleanliness of the kitchen, bathrooms, and dining area (mopping, sweeping, wiping down kitchen surfaces, taking out trash, dishwashing, sanitizing toilets & sinks, replacing toiletries, etc.)
- Ensures a first-in, first-out food rotation system and verifies all food products are properly dated and organized for quality assurance
- Supporting other backhouse staff members by assisting with daily food preparation which includes but is not limited to peeling & cutting various types of vegetables, prepping ingredients, and cleaning/sorting various types of fish, and foods
- Maintain proper grooming of nails, hair, facial hair, and have a clean presentable uniform at all times
- Has basic understanding of food handling safety and basic food handling protocols.

QUALIFICATIONS

- Must be able to follow the companies set rules, protocols, and guidelines to help prevent and reduce the spread of COVID-19
- **Must complete company’s Sexual Harassment & Discrimination online course within 7 days of first day on the job**
- Can read, write, and knows the basic functions of how to use an iPad
- Must be able to safely use sharp, heavy or hot kitchen equipment, utensils or supplies, tolerate high temperature and high humidity; bend, stoop, lift and carry food items, equipment and supplies
- Be physically capable of repeated use and coordination of your arms, hands, wrists, fingers, and feet
- Has knowledge in basic knife skills

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 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.