

## **MANILA MART LLC - GENERAL KITCHEN CREW MEMBER**

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 consistency and quality of every dish we serve starts with you! Your primary role is to aid in daily cafe food preparation, catering preparations, and general tasks in the back of house. In order to ensure the company's quality and consistency standards are met, you can expect to be trained on using recipe cards or training guides for the dishes you're responsible for. You provide support to team mates, front of house expeditors, line cooks, and kitchen lead chefs. The back of house team relies on you to keep the prep organized and well stocked. A successful kitchen crew member is versatile in their kitchen skills, can handle task switching regularly, and enjoys the challenge of working in a fast paced high energy kitchen.

### **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**

- Prepares a variety of vegetables for cooking by washing, peeling, and cutting using basic knife skills
- Learn to prepare and bake a variety of Filipino bakery and dessert items
- Learn to prepare and plate a variety of Filipino noodle dishes

- Retrieves and identify food items from the fridge & freezer and ensures a first-in, first-out food rotation system and verifies all food products are properly labeled with a date and organized for quality assurance
- Learn and master menu and product knowledge
- Mans and operates various kitchen stations and food service equipment including oven, stove top, fryer and related equipment
- Keeps cooking stations stocked, especially before and during prime operation hours
- Follows guidance from supervisors on minimizing, reducing, and preventing waste
- Prepares station and prep areas before shift and breaks down after shift
- Completes daily side work items including but not limited to noodle station, dessert station, and food expediting
- Inspects raw and cooked food to guarantee that only the highest quality products are prepared and served to the customer
- Able to adhere to food safety and hygiene regulations to maintain a clean and sanitary work space with guidance from kitchen lead

## 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 company's basic safe food handling exam with a score of 80% or better within 7 days of first day on the job**
- **Must complete company's Sexual Harassment & Discrimination online course within 7 days of first day on the job**
- High School Diploma or GED (Associates Degree in Culinary Arts is preferred but not required)
- Valid PG County ServeSafe Certification a plus
- Minimum of 1 year of experience in a kitchen food service environment
- Experience with Filipino cuisine is a plus, but not required
- 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 - \$18.00/hr (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](http://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.