

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.

Are you looking for a job that ACTUALLY values you, your hard work and shows that appreciation with advancement? How would you like to be part of a winning team in a fast-paced, growing organization that's on a mission to change thousands of lives per year in Maryland? If you want to be a part of the A team, and maybe even lead your own team one day – KEEP READING. This isn't a burger joint, this isn't a doughnut shop, and we're not a hole in the wall burger or shawarma place. We're doing something different here – we're always looking to improve, always striving to get better, and we're looking for the right people to join us.

The rest of the world calls this a minimum wage job, but we call you the most important person in our organization! **P.S. (We also pay more than minimum wage!)**

Normally known for asking about combos and making unhealthy fast food, we want our team to do so much more than that. Our ideal team member takes initiative, loves to make customers smile and puts 110% into everything they do. Not only that, but our team members have opportunities to grow, both personally and professionally. Manila Mart refuses to settle for anything less than extraordinarily high standards but we believe for the right person, extraordinarily high standards are their normal. If you're the right person for this job, you wouldn't consider doing anything less.

Does your boss take you for granted? Are you starving for an opportunity to take on new challenges? Are you ready to see what you can accomplish in a fast-paced environment where being a tiny bit fanatical is a good thing? Are you ready to join an organization that eats passion for breakfast and leaves mediocrity in the trash?

If you're self motivated, love being in a rapidly changing work environment and want to be part of a dynamic team that thrives on building relationships with our customers, then we want to hear from you!

We're on a mission to change the landscape of the east coast by leading a revolution of unforgettable Filipino Food and continue to be an ongoing relevant reminder of how we fit into their busy lives. Check us out on all our socials at <https://linktr.ee/manilamart> and see what we're all about, then get in touch with us and tell us why you would be a perfect fit for our team!

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

MUST HAVES

- **Must pass daily menu exam with a score of 80% or better within first week or 5 full shifts 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
- Genuine smile
- An amazing work ethic
- Coachable attitude
- Drive to tackle new challenges and question the status quo
- Customer service or cashier experience
- Basic math and computer skills
- Be able to read, write, and type on a tablet

COOL STUFF YOU SHOULD KNOW

- \$17 - \$20 per hour
- We're all a little bit fanatical, but that's why you'll love us
- We take our business seriously, but we don't take ourselves too seriously
- Our team discounts and amazing Filipino food will have you falling in love with every bite
- Paid Time Off (Works 30 hours or more per week)
- \$200 - \$300 monthly health reimbursement account to use towards your monthly premium or medical expenses (Eligible after 60 days working 30 hours or more per week)
- 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.