

MANILA MART LLC – FOOD & DRINK EXPEDITOR

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

We are best known for our homestyle Filipino food. The team relies on you for a positive customer experience! Your primary role is to promptly fulfill food and beverage orders and ensure every dish meets the expectations and quality standards we're known for. You're expected to be well-versed in describing the cafe's daily menu, daily specials, and full beverage menu. A successful Food/Drink Expeditor can follow guidelines when plating or preparing beverages, enjoys working in a team based environment, and generally thrives working in fast paced settings.

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
- Has 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 actively standing for long periods of time with no difficulty
- Is known for being a self-starter, driven, and personable individual able to follow through on personal and team objectives
- Willing and able to learn and stay knowledgeable on our daily and special food and beverage menus

RESPONSIBILITIES

- Be able to meet specified release time guidelines when fulfilling food and beverage orders
- Maintain dining area, hot food bar, and drink bar cleanliness and organization i.e. restocking condiments and utensils for customer usage, restocking containers, etc.
- Have a basic understanding of food handling safety and basic food handling protocols. Knows how to maintain proper hot & cold holding food temperatures for all displayed food items
- Learn and be able to consistently practice proper portion control when preparing food & beverages
- Maintain proper grooming of nails, hair, facial hair, and have a clean presentable uniform at all times
- Properly label and store food away in the fridge & freezer using the FIFO (first in first out) method
- Properly package food and drinks securely for transport
- Drop off food trays to the correct tables for customers if eat-in and properly package and distribute to-go orders
- Helps maintain the overall cleanliness of the store by completing general cleaning (sweeping, mopping, taking out the trash, sanitizing tables, dishwashing, etc.)

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 after first day of work**
- Genuine smile
- An amazing work ethic
- Coachable attitude
- Drive to tackle new challenges and question the status quo
- Prince George's County Food Service License/Certification is preferred, but not required
- 1 year of experience in customer service, retail, or food & beverage is a plus but not required
- Be physically capable of repeated use and coordination of your arms, hands, wrists, fingers, and feet
- Be able to read, write, and type on a tablet

COOL STUFF YOU SHOULD KNOW

- \$15 - \$17/hr
- 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 (Regularly works at least 30 hours 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

This isn't like every other job you've had where you're forced to stay inside the 'box'. At Manila Mart we light that box on fire. Come join our team!

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.

**Keywords: Food Expeditor, Food Service, Food, Drink Expeditor