

## **MANILA MART LLC – FRONT OF HOUSE GENERAL STAFF/CASHIER**

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 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.)

## 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**
- 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**

- \$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: Cashier, Food Service, Restaurant, Expeditor