

MANILA MART LLC – KITCHEN 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 the feeling of adding to the team's success, 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 co-workers and 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 Kitchen Supervisor acts as the liaison between the back of house team and management. You are responsible for ensuring the BOH staff is properly trained and daily standard operating procedures are being completed correctly. The team relies on your extensive knowledge of the day-to-day operations in order to help achieve their personal and team goals. This role is very much hands-on, requiring attention to detail and a positive work attitude. The Kitchen Supervisor provides support to the team where it is needed, encourages work direction and guidance to the kitchen crew, as well as maintains organization in administrative respects in various aspects of the BOH. A successful Kitchen Supervisor enjoys working in an upbeat, team based working environment, can manage through stressful situations, and values continuous learning.

EXPECTATIONS

- Can communicate respectfully and effectively with co-workers (for example, can speak clearly, convey their message directly & thoroughly, and is receptive and responsive to others input)
- 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 (Thinks ahead about the needs of the next shift and communicates with teammates)
- 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 volume, high stress environment
- Handles stress well and deescalates the situation when a problem/confrontation presents.
- Knowledgeable in food handling practices, safety policies, health code laws and regulations, quantity food preparation and menu planning, proper cooking methods, and large-scale catering management.
- Leads by example

RESPONSIBILITIES

- Leads kitchen team through day-to-day activities; Ensures the team is always on task, and working effectively
- Provides guidance to other kitchen staff members, including, but not limited, to line cooking, expediting, station specific tasks, and general food preparation
- Learn and master product, ingredient, and menu knowledge and staff dynamics
- Oversees and organizes kitchen stock and ingredients
- Ensures a first-in, first-out food rotation system and verifies all food products are properly dated and organized for quality assurance
- Ensures tasks are completed with a sense of urgency (while still maintaining a high standard), always stays on task, is prepared, and works toward the goals and needs of the store
- Connects with the team, supports, and motivates them to help them improve both inside and outside of work
- Upholds training of current staff and trains new kitchen employees to Manila Mart's standards
- Ensures that all kitchen staff adhere to food safety and hygiene regulations to maintain a clean and sanitary work space with guidance from management
- Manages food and product ordering by keeping detailed records (when applicable) and minimizes waste, plus works with existing systems to improve waste reduction and manage budgetary concerns
- Supervises all food preparation and presentation to ensure quality and restaurant standards
- Works with other leadership to maintain kitchen organization, staff ability, and training opportunities
- Verifies that food storage units all meet standards and are consistently well-managed
- Collaborated with other leadership to aid with cafe and catering menu creation

- Coordinates with the Kitchen Manager and other management on supply ordering, budget, kitchen efficiency, and staffing
- Focused on guiding all the kitchen staff through Safe Serve standards, food preparation requirements, and the daily menu and catering demands.
- Knows how to execute every recipe of every item on the menu and understands how to manage the ingredients needed to reduce waste and cut cost with guidance from the KM
- Knows how to safely and properly operates a variety of kitchen and food service equipment including but not limited to oven, grill, stove top, fryer and related equipment
- Assigns tasks to the kitchen crew and manages every function of the kitchen; such as but not limited to the food preparation, time management of items made-to-order, consistency/quality control, and the presentation of food
- Inspects raw and cooked food to guarantee that only the highest quality products are prepared and served to the customer
- Accounts for all the inventory taken out of stock for food prep and service.
- Ensure the team is abiding by current and new protocol or policy changes
- Conducts monthly 1 on 1 check-in meetings and quarterly evaluations with direct reports
- Steps in and fills shifts when needed, takes charge to ensure store needs are met

MUST HAVES

- Must complete company's Sexual Harassment & Discrimination online course within 7 days of first day on the job
- At least 1 year of experience in a leadership role
- Valid PG County Food Service Manager License
- Proficient in Google Sheets, Google Docs, and basic Point of Sales Management Console
- 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
- Personally owns a laptop and cell phone to fulfill job duties
- Has a reliable source of internet at home to remotely attend mandatory monthly management meetings (1/month)
- Coachable attitude
- Drive to tackle new challenges and question the status quo
- Genuine smile
- An amazing work ethic

COOL STUFF YOU SHOULD KNOW

\$24.00 - \$28.00/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 (if working 30 or more hours per week)

\$200-\$300 Monthly Health Reimbursement Account (after first 60 days working on the job)

10-30% Family/Employee Discount (excludes consignment products)

5% Family/Employee Catering Orders & Consignment Products Discount

Lunch Coupon per 8 Hour Work Day

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 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.