

CAFE MANAGER

The Ivy Table is a non-profit pay-it-forward cafe in Brighton, MI. Our mission involves using food and hospitality to provide faith, hope, and love to those around us. Our cafe is a welcoming space where the entire community, regardless of story, circumstance, or financial means is invited to gather for fresh, healthy, and delicious food.

The Cafe Manager will oversee front of house operations for The Ivy Table cafe, interacting with staff, volunteers, and guests in a way that represents the values of The Ivy Table and maximizes overall customer satisfaction.

GENERAL RESPONSIBILITIES (Full Time, 30-40 hrs/week)

1) Cafe Management

- Work with The Ivy Table leadership team to optimize Cafe success in accomplishing organization's mission (including but not limited to menu, advertising, policies, and special events, etc)
- Manage and execute private groups/corporate events and reservations during cafe hours
- Manage and oversee catering orders for events during café hours
- Suggest and implement new policies and protocols that will improve cafe operations.
- Oversee daily front of house cafe operations.
- Oversee monetary cafe transactions, donations, and deposits daily.
- Works with Kitchen Manager to advertise daily/weekly specials.

2) Guest Interaction

- Help create a welcoming and loving environment for everyone that walks through the doors, ensuring guests' dignity, respect, safety, and wellbeing
- Assists with orders, delivering food, or clearing tables
- Engages with guests in a way that enhances experience and understanding of mission
- Help direct guests in need of special services to the appropriate organizations for help

3) Staff Coordination

- Works closely with ED to hire and manage front of house cafe staff
- Create and supervise work schedules of front of house café staff
- Works closely with Kitchen Manager to ensure smooth back to front of house operations
- Train staff on best policies and sanitation/ safety regulations.
- Delegate tasks to ensure a proper and efficient functioning of the Café.
- Hold staff accountable for their assigned responsibilities and create plans for improvement as needed.
- Weekly check-ins with hourly employees ensuring goals are being met.
- Submit staff time cards in timely manner
- Yearly Performance reviews

4) Volunteer Coordination

- Works with the Community Manager to ensure volunteer positions are filled.
- Train volunteers and observe, encourage, and coach regularly.
- Works with Community Relations Manager to host group/ corporate volunteer days

Qualifications Needed:

- Unwavering commitment to the mission of the The Ivy Table
- Food service experience and SafeServe Manager certified
- Ability to lift 40 pounds and be on the move throughout the day
- Demonstrated ability to teach and motivate others
- Demonstrated ability to collaborate with others and learn new skills
- Excellent communication and organization skills
- Able to prioritize, make decisions quickly that are sound, and exercise good judgement
- Outgoing, positive personality
- Strong work ethic with a high degree of energy

**This is only a preliminary job description, which will likely evolve over time.*