

Job Description

Bistro Manager/Chef

Objective: To provide People's Food Cooperative shoppers and Hackberry's Bistro patrons with high quality, good tasting and nutritious food for their dining pleasure and convenience. Coordinate and oversee FOH and kitchen operations to ensure the fulfillment of high quality product to meet all daily café production and internal or external special event requirements while ensuring high quality and professional service.

Status: Full-time, salaried position
Reports to: Food Service Director
Member: La Crosse Management Team
Supervises: Line Cooks, FOH Lead and wait staff (Union & Non-Union Staff)

Responsibilities:

Excellence in customer service is our primary goal. No other task should ever come before serving our customers.

I. Customer Service

- a. Offer consistent, fair and respectful customer interactions (both internal and external customers).
- b. Ensure a high standard for customer service for all bakery and kitchen personnel according to established customer service vision and expectations.
- c. Provide product information and educational materials to customers and staff.
- d. Ensure monthly newsletter contribution from kitchen staff.
- e. Understand and communicate the 'cooperative advantage' and the particulars of membership to shoppers and staff alike. Work to advance the mission of the People's Food Co-op through outstanding service.

II. Ordering and Pricing

- a. Negotiate with food service suppliers for favorable prices, terms and quality of ingredients and delivery.
- b. Evaluate food service suppliers, as necessary, and investigate new sources of supply.
- c. Oversee the receipt of orders and review invoices for accuracy.
- d. Cost recipes and establish product pricing that will achieve margin goals.
- e. Control inventory and ensure appropriate stock levels at all times.

III. Department Operations and Safety

- a. Develop and revise department's standard operating procedures as needed. Ensure that staff is aware of and trained in these procedures.
- b. Ensure cleanliness and hygiene of kitchen facility and staff in order to meet all Health Department Requirements and customer expectations.
- c. Ensure safety, maintenance and proper operation of all kitchen equipment. Inform operations manager of equipment repair and/or replacement needs.
- d. Coordinate with the finance manager for quarterly inventory of kitchen and FOH items.
- e. Ensure that kitchen staff are aware of
 - i. how to lift properly
 - ii. location of accident reports, fire extinguishers, and first aid kit.
 - iii. procedure for transporting staff for medical treatment.
 - iv. dress code requirements.
 - v. location of safety manuals.
 - vi. emergency phone numbers (911).
- f. Develop and oversee kitchen and FOH programs.
- g. Prioritize and orchestrate production schedules and work of kitchen staff.
- h. Determine appropriate scheduling for FOH to meet labor and optimize service.
- i. Ensure appropriate production levels by developing daily production lists.
- j. Control product shrink.

IV. Personnel

- a. Hire qualified restaurant line lead, line cooks, FOH lead and servers within established policies.

- b. Schedule department staff according to weekly labor budget and quarterly cost of labor goals.
- c. Arrange for coverage of vacant shifts as needed.
- d. Develop performance standards for department staff.
- e. Develop training materials and systems for department staff in coordination with the store manger.
- f. Ensure initial and ongoing training for all department staff. Review and initial the training checklist when employees are trained or retrained.
- g. Conduct evaluations of department staff in accordance with established policies and procedures.
- h. Ensure that department meetings are conducted monthly. Provide effective communication to department staff regarding operational issues.
- i. Take corrective counseling measures and/or disciplinary action as needed for department staff, according to established personnel policies.
- j. Terminate department staff as necessary, following established personnel policies.

V. Merchandising and Events

- a. Develop, with the Store Manager and FOH Lead, seasonal menus for café.
- b. Coordinate in house and out of house events, parties and caterings with FOH Lead.
- c. Work with marketing department to ensure appropriate promotional signage that includes ingredient information.

VI. Budgeting and Planning

- a. Attend bi-weekly management meetings.
- b. Work with the Food Service Director to establish goals for margin, labor, sales and inventory.
- c. Develop and meet strategic goals set with the store manager.
- d. Work with store manager to develop annual operational budget sales projections along with a capital budget with equipment needs.
- e. Develop annual labor budget according to established productivity, labor and cost goals.

VII. Perform other tasks assigned by the store manager.

Qualifications:

Minimum of two years of restaurant/kitchen experience.
 Experience in both Front and Back of house operations.
 Minimum of two years of management experience.
 Certified Food Service Manager, State of WI.
 Liquor License.
 Strong supervisory skills.
 Demonstrated strong communication skills.
 Exceptional customer service skills.
 Demonstrated inventory control skills.
 Ability to collaborate.
 Excellent culinary skills.
 Computer literate in Excel, Word and e-mail.
 Flexible work schedule.
 Regular, predictable attendance.
 Ability to lift up to 50 pounds.
 Ability to stand up to 8 hours per day.