POSITION SUMMARY:

The Café Manager for Gordon Dining/Bon Appetit Management Company is responsible for the overall success of the Café. This means adhering to our culture and guidelines, the Health Department’s regulations, and Bon Appétit’s standards and expectations of food quality, freshness and presentation. This position oversees the daily administrative and operational tasks, including financial management and analysis, sanitation and safety. This position also motivates, trains, develops and directs all employees to accomplish the objectives of the operation to the satisfaction of the customers, and maintains a working relationship with the Client.

POSITION OBJECTIVES:

In the performance of their respective tasks and duties all employees are expected to conform to the following:

- Perform quality work within deadlines with or without direct supervision.
- Interact professionally with other employees, customers and suppliers.
- Work effectively as a team contributor on all assignments.
- Work independently while understanding the necessity for communicating and coordinating work efforts with other employees and organizations.

MAJOR DUTIES/FUNCTIONS/TASKS:

**Overall Management**

- Meets all timelines for payroll, service, accounts receivables, human resources, corporate office and all other timelines given by Client and management.
- Teaches and adheres to Gordon Dining/Bon Appétit’s philosophy, culture and commitment to quality food and exemplary service.
- Takes ownership of the Café.
- Has a Passion for food.
- Ensures all products and purchases meet Bon Appetit sustainability guidelines
- Has knowledge of and enforces the Client/Bon Appétit contractual agreement.

**Supervision and Development of Staff**

- Hires, trains and supervises the daily conduct of the staff.
- Supervises the adherence to proper uniform standards following the employee handbook and established account guidelines.
- Helps develop and revise job descriptions.
- Helps conducts staff reviews, coaching sessions, and disciplinary actions.
- Ensures that all Hiring and Training standards are met and documented for direct hires, including but not limited to New Hire Packet, Employee/Manager Hand Book Sign off Sheet, Fact Training Completion, and Safety Training.

**Food Programs**
- Oversees that high quality food items are creatively well prepared and presented in a cost effective manner.
- Follows Gordon Dining/Bon Appétit food standards.
- Meets and exceeds the expectations of the customer and client perceived value.
- Ensures that all products and ingredients that are used are purchased following bon appétit purchasing standards and sustainability commitments.
- Works with management team to ensure that all display, catering and café service and culinary set up meet specific account standards.
- Makes sure all kitchen waste is disposed of properly in the most sustainable manner as supported by the client.

**Customer Service and Client Relations**
- Represents the company in a courteous, efficient, and friendly manner in all customer, client and employee interactions
- Responds to all comments and complaints within 24 hours and follows up with a written response to the Director of Operations or General Manager
- Interacts with customers and resolves customer complaints in a friendly and service oriented manner
- Communicates with the Client honestly, accurately and in a timely manner.

**Financial Management and Analysis**
- Follows all Bon Appétit’s requirements as outlined in the Accounting Manual.
- Analyzes weekly business, making recommendations
- Completes inventory with Chef on an appropriate schedule
- Conducts cashier audits, guaranteeing the integrity of the cash handling system.
- Prices all menu and catering items, specifying portion and prep quantities while adhering to food, and sustainability guidelines.
- Maintains and monitors café payroll in conjunction with business forecasts and the budget.
- Ensures that food cost meets budgetary goals each week

**Retail Management**
- Ensures that overall café meets the standards as presented in Great Expectations, as well as oversees the daily appearance and upkeep of the Café
- Supervises the proper garnishing and presentation of food.
- Adheres to Bon Appétit’s standards of fresh and creative décor, as specified in Great Expectations
- Ensures that overall café meets the standards as presented in Great Expectations, as well as oversees the daily appearance of the entire Café
- Edits the daily signage for proper spelling and descriptions.
• Works with Chef to plan seasonal, holiday specials and offerings, plans and reviews marketing, signage and display of items with Operations Director or Marketing Manager.
• Utilizes all web based informational systems, including web menu and catering menu.

SECONDARY DUTIES:

Special Events
• Assists Catering Management team with special events as needed with staff, culinary and management presence

Marketing/Sales
• Works with Café or Executive Chef to Plans Seasonal tastings of new menu items, solicit feedback from guests.
• Works with Operations and Marketing team to develop and implement sales programs on campus to solicit new business, and track participation

Note: Job duties are subject to change as needed.

FOOD AND SAFETY RESPONSIBILITIES:

• Adheres to all Health Department, OSHA and ADA regulations.
• Follows all Safety Manual guidelines.
• Develops and revises Front of the House daily and weekly cleaning checklists and oversees their accomplishment.
• Conducts weekly F.A.C.T. meetings, and ensures that regular trainings are occurring in units.
• Reports any injury, accident and/or food borne illness incident for customers and/or staff accurately and in a timely manner to the General Manager.
• Trains Front of House personnel in safe operating procedures of all equipment, utensils and machinery. Provides safety training in lifting, carrying, hazardous material control, chemical control, first aid and CPR.
• Attends monthly safety meetings and participates in safety inspections

QUALIFICATIONS:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education: College degree or degree in HRI.

Experience:
• Has a minimum of 4 years applicable experience in a high volume, quality food service establishment or higher Ed Dining experience.
• Posses general hospitality knowledge and interest in sustainability and sustainable food practices
• Possesses culinary background.
• Has the ability to operate Web based ordering systems, process customer requests, changes to orders, menu updates and client profiles.
• Proficient with word processing and spread sheets.
• Posses the ability to meet Bon Appétit unit specific uniform standards for this position.
• Experience in event marketing is helpful.

CERTIFICATES, LICENSES, REGISTRATIONS:

• ServSafe Certification
• Online Sexual Harassment Training

PHYSICAL REQUIREMENTS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to:

• Stand, talk or hear, and taste or smell.
• Walk; use hands or fingers, handle, or feel; stoop, kneel, crouch, or crawl; reach with hands and arms.
• Regularly lift and/or move up to 40 pounds and may occasionally lift up to 50 pounds.
• Push and Pull carts weighing up to 100 pounds
• Specific vision abilities required by this job include close vision, color vision, depth perception, and ability to adjust focus.
• Must consistently utilize all Personal Protective Equipment per Bon Appétit guidelines.
• Must wear a cut resistance glove whenever using a sharp or potentially sharp tool or instrument.

LANGUAGE SKILLS:

• Ability to read and comprehend elaborate instructions, event requests, correspondence, and memos written in English
• Able to speak clearly and listen attentively to staff, peers, supervisors, guests and client.
• Able to read and write to facilitate the communication process. Ability to write professional and efficient emails to clients and customers.
• Ability to effectively present information in one-on-one and small group situations to customers, and clients.
• Ability to lead meeting and trainings with employees and other members of the company and cover basic health, safety, culinary and service topics.

ACHIEVING LEADERSHIP IN THE FOODSERVICE INDUSTRY:
Bon Appétit is a diversity growth-oriented organization. Our goal is to improve the quality of work life by using fair and consistent treatment and providing equal growth opportunities for ALL associates. EOE & AA Employer M/F/D/V.

**AUTHORITY:**

This position supervises numerous (20-30) hourly employees of diverse background and skill level.

**EMPLOYEE ACKNOWLEDGEMENT:** ___________________________ Date: _____________

Revised date: 02/19/09