

Front of House Manager

Reports to: Proprietor/Owner

Summary of Position:

The Front of House Manager at Happy Bellies Bake Shop is entrusted with the successful daily leadership of front-of-house operations, aligning activities with established policies and procedures.

Duties & Responsibilities:

- Promote and exemplify the mission, vision, and values of Happy Bellies.
- Direct overall activities and performance of front-of-house team members on a shift-by-shift basis, including task assignments, journal entries, and ensuring adequate staffing.
- Verify completion of daily task sheets within specified timelines.
- Provide hands-on support to ensure adherence to guest service standards and operational efficiency.
- Conduct effective communication through scheduled team meetings and daily pre-shift meetings.
- Successfully open and close the store in accordance with company policies and procedures.
- Address and resolve guest complaints promptly and professionally.
- Lead the service team to consistently deliver exceptional customer service.
- Schedule and manage front-of-house team, ensuring adequate staffing levels.
- Supervise clock-ins/outs and manage time-off requests.
- Order coffee, front-of-house supplies, and maintain equipment.
- Oversee front-of-house signs and promotions.
- Respond to emails, voicemails, social media messages, and phone calls daily.
- Assist in social media posts and reels.
- Maintain awareness of kitchen operations, communicating low inventory issues.
- Ensure proficiency in the POS system, including accurate closure of tickets in Toast.
- Barista training and proficiency.
- Manage cash handling procedures, including deposits.
- Enter wholesale orders and invoices/bills in QuickBooks.
- Track and manage treat cards/coupons.
- Oversee quality control, ensuring correct packaging and appropriate inventory rotation.
- Monitor adherence to task sheets for completion of duties.
- Maintain store cleanliness to uphold high standards.
- Provide feedback on systems and procedures for continual improvement.
- Coordinate daily orders (shop, wholesale, shipping) and oversee packaging processes.
- Train new hires for successful integration into their roles.
- Ensure accurate inventory counts according to store receiving policies.
- Train new service team hires and support Store Manager in evaluations and reprimands.

- Assist Store Manager in the service team hiring process.
- Maintain a Daily Log for the store.
- Perform end-of-day register checks and prepare nightly deposits.
- Uphold effective safety and security programs in alignment with company policy and government regulations.

Qualifications:

- At least 18 years of age.
- Strong passion for customer service excellence.
- Detail-oriented with barista training.
- Leadership experience preferred.
- Demonstrated ability to be a positive influence and encourager to team members.
- Proficient in basic math skills and experience with cash registers or POS systems.
- Ability to lift over 50 lbs and stand for at least 8 hours.
- Commitment to ongoing leadership education.
- Possession of a valid driver's license.