



Job Description: Front of House Manager

Our Purpose: All Together at the Table - A Welcoming Space for Connection, Community, and Good Food

What We Do: 541 Eatery and Exchange is a pay-it-forward cafe working to help our neighbours overcome the impacts of isolation, poverty, and injustice by cultivating a community of mutuality in our neighbourhood. Inspired by our Christian values, we are dedicated to welcoming all our neighbours inclusive of their circumstances, identity, and status.

Our Core Values:

1. **Hospitality (Extending Welcome):** We welcome individuals to sit at the table as they are. We cooperate and collaborate with community partners, encouraging and working with them to use the space generously.
2. **Community (Sharing Life at the Table):** We nurture, celebrate, and care for the physical, spiritual, and relational experiences of our guests.
3. **Belonging (Knowing Your Name):** We value and take interest in our guests as unique individuals with meaningful stories. We want to know the names of our guests and to encourage each person as desired in their personal hopes and challenges.
4. **Advocacy (Speaking Out With and For Each Other):** We support our team and our neighbours in their efforts to bring greater joy, hope, and justice to our world.

Position Description: As the Front of House Manager at 541 Eatery & Exchange, you will be a key leader responsible for overseeing the front-of-house operations, which includes managing servers and shift leaders, training volunteers, and maintaining the quality of our products and services. Your role is primarily focused on day-to-day operations; you will be instrumental in developing and implementing policies, systems, and processes that improve our guest's experience of hospitality, community, belonging, and advocacy.

Rate of Pay: Salary (\$23 per hour) + benefits + 15 paid vacation days

Estimated Hours: Full Time (37.5 hours per week); Saturday

Reports to: Executive Director

Role and Responsibilities:

- **Staff Leadership:**
 - Lead and motivate servers and shift leaders, ensuring they provide an exceptional experience of hospitality and customer service.
 - Oversee day-to-day operations, including opening and closing procedures
 - Ensure a clean, welcoming, and organized front-of-house area for guests
 - Collaborate with the kitchen to ensure seamless communication and service
 - Create and manage staff and volunteer schedules that align with operational needs and ensure coverage during peak times.
 - Implement and enforce health and safety standards in the front-of-house area

- **Guest Relationships & Community-Building**
 - Create intentional and memorable experiences for guests leading to an experience of community and belonging
 - Advocate for and refer guests experiencing challenges related to housing, substance use, and mental health needs.
 - Conflict resolution and de-escalation of critical situations involving challenging guests.

- **Inventory & Ordering**
 - Track inventory and manage ordering processes for dairy products, cold beverages, and hot beverages.
 - Track inventory and manage ordering processes for supplies (including take-out containers, coffee cups/sleeves, napkins, etc.

- **Customer Service:**
 - Set and maintain high standards for customer service, assisting in resolving customer inquiries and concerns.

- **Quality Control:**
 - Oversee quality control of hot and cold beverages as well as food being served to guests

- **Training and Development:**
 - Provide training and guidance to shift leaders and volunteers, fostering a climate of dignity, respect, and cooperation

- **Budget Management:**

- Assist in budget planning and management for the front-of-house operations.
- **Record Keeping:**
 - Maintain accurate records related to customer feedback, staff performance, and operational metrics.
- **Policy & Procedure Implementation:**
 - Develop, implement, and enforce policies and procedures that align with the organization's values and mission.

Qualifications:

- Previous experience in a management role in a similar setting, preferably in a hospitality environment or social service setting
- Proficiency in overseeing front of house operations, ensuring consistency, quality, and presentation of beverages and products.
- Experience in administrative duties including scheduling, inventory, and ordering.
- Non-Violent Crisis Intervention and Mental Health First Aid are an asset
- Strong leadership and team management skills.
- Excellent interpersonal and communication skills.
- Commitment to the faith-based values and mission of the organization.
- Strong problem-solving and decision-making abilities.
- Proficiency in basic computer applications (e.g., Google Docs, Sheets, etc.).

To apply: Please apply by emailing us at careers@fivefortyone.ca and attach your resume and cover letter. Only email applications will be considered (no direct messages on social media). We're grateful to all interested applicants, however, only those being considered for the role will be contacted.

541 Eatery & Exchange is a faith-based organization that exists to provide a space of belonging and excellent food to all. Our space, services, and employment are open to folks of every gender, race, religion, and sexual orientation. 541 seeks applicants who embrace our values and beliefs around respect for the dignity and diversity of our staff, volunteers, and community members.

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