

Job Description



Deli / Café Manager

Position Description and Essential Functions

The Deli /Café Manager will manage and oversee the Deli and Café departments in addition to execution and management of department- related training, policies, and procedures that all store personnel must understand and adhere to. This position will plan, schedule, delegate and execute all functions and duties to establish and maintain a profitable, organized, and quality department. Contribute to the financial interest of the store by monitoring pricing, margin goals, and standards set by the Store Director.

Essential Job Requirements

- Management of department inventory, following operational processes
- Manage department budget, prepare reports, and conduct report analysis
- Establish relationships with vendors and work to get the best possible price and highest quality product
- Ensure effective communication including email monitoring (orders, vendors, internal, customer inquiries) and conducting periodic teammate Huddles
- Establish a cleaning and organizational plan. Train all department employees and ensure it is executed continuously and train and ensure all store personnel are following proper food handling practices.
- Pricing integrity
- Assist Catering Department with preparation of jobs, either through direct help or delegation
- Manage all department employees including training, coaching and performance reviews
- Ensure correct ordering, receiving, unloading, storage, and rotation of merchandise
- Taking orders and managing their fulfillment; submitting order into system for proper invoicing and accounting
- Complete weekly work schedules, utilizing input from Store Director, and focusing on protecting business needs during peak times and maintaining payroll control
- Select items for weekly ad while adhering to company sale price requirements and restrictions
- Properly train new hires in these departments on, but not limited to, stocking, building displays, proper rotation, and customer service
- Building and managing displays, including but not limited to, ad item displays and seasonally accurate and appropriate merchandising
- Responsible for in-stock position
- Meet waste goals for the department
- Reviewing and approving employee time off requests

Job Description



Non-essential Job Requirements

- Provide excellent guest service
- Handle all guest complaints in an appropriate, timely, and documented (if required) manner

Reports to Store Director

* The above list is not an all-inclusive list of duties and/or requirements. You will be expected to perform various tasks as required by the customer. As business objectives change, so too may the duties.