

Big Water Cafe

Café Manager

Reports to: General Manager

Oversees: All baristas, cooks, head cook, bakers, and other kitchen staff

Idea Candidate's Experience:

- Experience in a supervisory or management role strongly preferred
- Has worked in a company that trains employees on giving great service
- Strong preference for experience in a tourist driven business with significant seasonal swings.
- Provides leadership that inspires teamwork, generates energy, enthusiasm and drives results
- Has a reputation for excellent relations with customers, staff, and vendors
- Has the ability to design, implement, and to continuously improve the systems and procedures that lead to success.
- Has experience in training and development of staff members
- Is self-directed and able to work independently as well as be an integral member of the Big Water management team
- Has the ability to deliver the Big Water experience to every customer
- Likes to work holidays, weekends, events, and other peak periods of the restaurant business.

Desired Personal Characteristics:

- Leadership style is consistent with Big Water's Leadership philosophy
- An outgoing personality who can create and build energy around them
- Excellent verbal and written communication skills
- Passionate about great coffee, food, and service
- Excellent planning, organization, and coordination skills.
- Comfortable making decisions and problem solving. Can handle complexity.
- High level of interest in learning about coffee, food, people, and business
- Possess strong interpersonal skills and able to work easily with diverse people and groups
- Enjoys working in a very small community

Performance Expectations:

- Is part of the hiring team, oversees training and conducts performance reviews for baristas, cooks, and bakers in a manner that is aligned with Big Water's training approach
- Schedules staff based upon anticipated volume and coordination of balanced service teams
- Consistently adheres to food safety standards both in own practice and in training other staff.
- Maintains a current certification for WI Food Safety Certification
- Adjusts environment, music, and lighting and temperature as needed to maintain the appropriate atmosphere and service levels.
- Resolves any customer complaints that are "passed up" from the staff and/or asks for help from the general manager or other managers
- Provides hands-on help if needed by any of the service teams, including facility and resolution of conflicts between or within teams (ie baristas, cooks and bakers)
- Greets guests and delivers the Big Water Experience to each guest
- Knows regulars by name and remembers/tracks their preferences
- Passes all training requirements for barista, cook, and bakers within 3 months

- Leads baristas in cleaning and maintaining of all front of house areas, furniture, equipment and fixtures
- Updates Point of Sale system as needed
- Maintains proper levels of inventory for all front of house necessities
- Attains targeted levels of costs for the front of house items and retail department
- Organizes & staffs special events, promotions, and sales.
- Leads monthly staff meetings
- Participates in weekly manager meetings
- Establishes and maintains good communication and positive working relationship with General manager, Head Roaster, Wholesale Manager, Head Cook and Owners
- Uses social media pages to promote specials and events
- Participates in budgeting and forecasting
- Maintains front of house displays to be clean, organized and ever changing to be visually stimulating and interesting for customers.
- Responsible for accuracy of till and prepping cash drawers for each server.

Physical Demands:

- Must be able to stand for long periods
- Must be able to lift up to 50 lbs
- Must be able to taste products

Compensation Package:

- Competitive Base salary, depending on experience
- Salary range begins at \$22,500
- Paid Time Off
- Profit sharing Bonuses
- Paid membership to the Bayfield Rec Center
- Free meal each workday

Interested?!

Email resume and cover letter to jobs@bigwatercoffee.com

Or drop off at the café, 117 Rittenhouse Ave, Bayfield WI