

## POSITION DESCRIPTION

**Company:** Artistas Cafe

**Position Title:** Area Manager

### POSITION DESCRIPTION:

The Area Manager is responsible for approximately 6-8 Artistas Café locations within a geographic area. The overall accountability for this role includes the financial performance for each cafe, service levels, staffing and the development of the café supervisor and team members. In addition, the Area Manager is accountable for meeting/exceeding the standards cleanliness and organization of each café, meeting all food safety standards, ensuring the accuracy of all record keeping and that all procedures are followed. This role requires two years minimum of multi-unit experience managing a consumer service business, preferably in the food and beverage industry,

### DUTIES AND RESPONSIBILITIES

The role of the Area Manager is to lead cafes in their charge to successfully operate in accordance to the company's guiding principles. The Area Manager should reflect the standards established by the company. These include personal behavior, café operations standards, cleanliness and organization, Café Supervisor development, exceptional café customer service, and financial performance. In addition, the leadership style of the Area Manager must be one that provides a rich rewarding experience for Team Members. The following Area Manager functions are general in nature but are not limited to the following:

1. Effectively recruit, manage and mentor all café supervisors. Employ a hand-on management style as necessary to assist in delivering results.
2. Initiate and effectively execute company strategies, programs and promotions.
3. Maintain regular and effective communication with all direct reports; and with senior level management.
4. Check and monitor that banking deposits are being made on a regular basis.
5. Monitor the accuracy and completion of all bookkeeping including work schedules, daily cash reconciliation, inventory levels, and payroll control.
6. Ensure that all Artistas know and can prepare beverages on the menu in an effective manner, while demonstrating efficiency and minimal waste of product.
7. Ensure that all café team members are knowledgeable and can speak to beverage descriptions, company mission, and how donations are used.
8. Ensure team members adhere to operational compliance requirements (beverage recipes, café cleanliness & organization, food safety, dress code.)
9. Set sales and unit goals, monitor progress to assist in café's team success.
10. Reviews cafe environments and identifies opportunities for improvement in order to provide coaching to the cafe management team to take action and achieve operational goals.
11. Recognize good efforts, celebrate successes.
12. Effectively communicate and delegate key responsibilities and practices to the café management team to ensure consistency and smooth flow of operation from café to café.
13. Ensure consistent *Exceptional* delivery of the customer experience. Follow up consistently to ensure accountability.
14. Communicates clearly, concisely and accurately in order to ensure effective operations in all cafes.

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15. Provides constructive feedback, input and alternate suggestions when necessary to assist in achieving success.
16. Works diligently with Café Supervisor to identify and mentor existing Team Members to take on additional responsibilities such as having the ability to operate the café on their own or manage the team in the absence of the Café Supervisor (promote to Senior Artista.)
17. Promote a 'Pay it Forward' work environment and 'Tell, Show, Do' method of training.
18. Promote the culture and mission of the company.
19. Manage the business by exhibiting the core values of the company.
20. Build a strong productive relationship with the leadership and employees in businesses where we are located.

#### **COMPETENCIES REQUIRED:**

- Leadership (*Servant Leadership*)
- Drive for Results
- Planning & Organizing
- Strong understanding and demonstrated track record of building exceptional customer service teams.
- Building Relationships
- Problem Solving
- Dealing with Ambiguity
- Innovative
- Team Building
- Coaching and Mentoring
- Effective Presentation Skills
- Effective Communication Skills
- Integrity

#### **SKILLS PREFERRED:**

- Minimum of 2 years multi-unit experience
- Proven ability to discern priorities and manage in order of importance
- Multi-Tasking
- Fervor to achieve outstanding customer service
- Self-Initiative
- Self Managing

#### **EDUCATION**

College Degree preferred but will acknowledge experience

#### **OTHER REQUIREMENTS**

- Automobile
- Laptop
- Cell Phone