

Honolulu Museum of Art

JOB DESCRIPTION

Job Title:	Cafe Manager
Department:	Cafe
Supervisor:	Executive Chef/Food and Beverage Director
Employment Status:	Full-Time
FLSA Status:	Exempt
Work Hours:	Tuesday - Saturday (additional hours required for special events)
Date:	Revised 011/23/2016

Job Summary:

The Cafe Manager will be responsible for the daily operations of the café and coffee bar, including finances and stock management, health and safety regulations compliance, reservations management, coordinating catering needs for events, as well as building, developing, and inspiring a professional service team. The Cafe Manager is a team leader and Honolulu Museum of Art ambassador who consistently strives to create an exceptional and unique dining experience for our guests.

Minimum Qualifications:

- 3 years successful restaurant management experience.
- Demonstrated knowledge and successful experience in event planning and implementation.
- Knowledge and understanding in the use of a POS system and general computer literacy.
- Basic bookkeeping and math skills and a working knowledge of MS Office.
- Strong supervisory skills as well as the ability to train others in café standards and techniques
- Highly organized and detail oriented, with the ability to handle multiple tasks and work calmly and efficiently with grace under pressure. Ability to think creatively and to successfully resolve unexpected issues as they arise. Able to demonstrate a professional and reasonable temperament at all times, and is open to change for the benefit of the organization.
- Ability to stand for an entire shift, and work a flexible schedule including days, evenings, nights, weekends and possibly extended shifts of up to 14 hours .

Desired Qualifications:

- Bachelor's Degree in hospitality or restaurant management.
- Fine dining and casual service background.
- Above average knowledge of food, wine and, spirits.
- Knowledge of labor laws, health codes, safe food and beverage handling, sanitation, as well as general safety and security procedures.
- Understanding of Honolulu Museum of Art's established identity and dedication to maintaining it.

Essential Duties:

- Responsible for managing reservations, greeting/seating guests, and exceptional customer service.
- Supervises all café servers and coffee bar employees: schedules work hours, and ensures appropriate staffing levels are met for the café and coffee bar.
- Ensures a safe and secure work and dining environment for staff and guests.
- Coordinates with other departments in planning events involving food service.
- Recruits and trains service staff: Interviews perspective employees, checks references, hires, and trains all new service staff. Ensures that all staff understand café tip procedures, menus, and health and safety regulations. Makes decisions on corrective actions and termination. Conducts timely and meaningful performance reviews and provides counseling as necessary.
- Assists the Executive Chef/Food and Beverage Director in coordinating special events. Ensures adequate staffing for special events as necessary.
- Orders front of house supplies: glassware, tableware, disposable ware, uniforms, stationary, etc.
- Orders coffee, tea, and specialty beverages for the café and coffee bar.
- Recommends and orders wine, beer, and spirits for café and special events.
- Responsible for internal billing to departments and staff.

- Manages vendor accounts and codes invoices for finance dept.
- Responsible for daily transmittal of receipts, cash settlement of drawer, and transferal to accounting.
- Oversees front of the house payroll for café and coffee bar; submits timesheets to finance dept.
- Encourages and maintains a team oriented work environment.
- Demonstrates high ethical standards, and leads by example at all times.
- Performs all POS duties, front and back of house functions including opening and closing procedures.
- Oversees Bank of Hawaii Family Sunday events.
- Assumes duties of the Executive Chef/Food and Beverage Director when absent as needed.
- Other duties as assigned.

Working Conditions and Atmosphere:

This position works with minimum supervision. Work will often be performed with short deadlines and situations sensitive to the Museum. Work is performed in an indoor/outdoor environment where conditions are usually hot, humid, and often slippery. Able to walk, stand, use stairs, bend, stoop, kneel and crouch. Must be able to use arms, hands and fingers to hold utensils, sharp knives, and heavy pots and pans. Must be able to pick up, hold, carry, and lift overhead up to 25 pounds. Must be able to reach outward and overhead. Ability to do basic math needed for ordering supplies and completing invoices. Noise level is normal; ability to hear and listen, and speak clearly. Due to the nature of the responsibilities, evening and weekend work is sometimes required, and at times may be on an emergency basis.

Department Approval

Date

Human Resources

Date

The statements contained herein describe the scope of the responsibilities and essential functions of this position, but should not be considered to be an all-inclusive listing of work duties and requirements. Individuals may perform other duties as assigned including work in other areas to cover absences or relief to equalize peak work periods or otherwise balance the workload.

Honolulu Museum of Art is an Equal Opportunity Employer and does not discriminate against any employee or applicant for employment because of race, color, sex, age, national origin, religion, sexual orientation, gender identity, status as a veteran, and basis of disability or any other federal, state or local protected class.