



FOH Manager

Mochi Joy is Indiana's first mochi donut shop.

Mission

To create a space where our team and guests can enjoy real moments of JOY, offering an escape from the ordinary.

Focus Areas

Joy through Excellence | Trust, Teamwork, and Growth | Accountable Service, Endless Improvement

Overview:

We're a business that strives to provide a positive and fun working environment so we can give a unique and genuine sort of personal care and attention that our guests tell stories about. We pride ourselves on offering a flexible work environment that focuses on staff education and growth opportunities.

About this role:

We are seeking a dynamic and driven manager to oversee our front of house operations at Mochi Joy. This role is best fit for an experienced manager that is comfortable managing multiple revenue streams (restaurant/catering/events) and is eager to learn and take ownership of their domain. This is an exciting opportunity for someone who **enjoys working and managing cafe preparation, leading a team, and is passionate about providing great hospitality.** The ideal candidate will not only manage cafe and catering operations, but also immerse themselves in all aspects of the business, from team leadership to customer service. If you're looking to grow with a vibrant business and contribute to its success, we'd love to hear from you!

Required Experience

- **Restaurant Management Experience** – Proven experience overseeing hospitality operations (restaurant, cafe, or catering) and ensuring a smooth workflow. Minimum 1 year.
- **Customer Service** – Strong background in delivering excellent customer service, resolving customer concerns, and enhancing the customer experience.



- **Team Leadership** – Experience in training, and managing staff, including creating schedules and fostering a positive work environment.
- **Health and Safety Compliance** – Knowledge of food safety standards and health regulations, ensuring the cafe adheres to all relevant laws.
- **Kitchen Management Experience** (optional) - Experience cooking and preparing food in a fast-paced environment, maintaining quality and sanitation standards. Strong proven understanding of end-to-end execution of food service (restaurant and catering).
Minimum 1 year.

Primary Responsibilities

Hospitality and Cafe Management

- **Food & Beverage Knowledge:** Understands food prep, beverage service, and safety standards.
- **FOH roles:** Assists the FOH team when necessary
- **Cafe Operations:** Oversees daily operations, including facilities, supply ordering, inventory, and quality control.
- **Guest Service:** Delivers excellent service, addresses complaints, and enhances guest experience.
- **POS Systems** Manages transactions, creates digital menus, and launches promotions.
- **Mochi Donut Fryer (optional):** Make and fry mochi donuts

Catering Planning and Management

- **Catering Coordination:** Plans and executes catering orders with a focus on food and beverage.
- **Client Relations:** Communicates with clients through email, and ensures their needs are met.
- **Invoicing:** Creates and manages invoices, tracks payment, and ensuring proper forms to be filled out.

Team Leadership and Management

- **Staff Management:** Trains, and supervises staff, manages schedules, and monitors performance.
- **Team Building:** Creates a collaborative team environment to maintain productivity.
- **Conflict Resolution:** Quickly resolves staff and guest conflicts in the best interest of the business.



- **Problem Solving:** Handles unexpected challenges, like equipment issues or last-minute event changes.

Communication and Organizational Skills

- **Team Announcements:** Makes weekly department announcements that include: changes, issues resolution, upcoming events, etc.
 - **Multitasking:** Manages kitchen (optional), cafe, and catering operations simultaneously, maintaining quality.
 - **Attention to Detail:** Ensures smooth operations, focusing on factors that impact guest experience.
 - **Organization:** Develops and improves current systems, and implements new methods that help streamline operations.
 - **Planning:** Uses forecasting to manage weekly supply, staffing, and equipment needs.
 - **Vendor & Client Relations:** Communicates effectively with suppliers and clients for seamless operations.
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Working Environment:

- Must be able to lift 40 lbs safely
- Must be able to stand for 8-10 hours at a time

Required Certifications:

- ServSafe and Allergen Awareness Certification

Hours:

- Full-time and on-site
- 40 work weeks

Compensation:

- Full-time hourly position
- Pay: \$20-\$25 per hour, depending on experience



Mochi Joy strives to provide a comprehensive benefits package that allows for ample paid time off, and food benefits.

Benefits:

Paid Time Off:

Hourly employees receive accrued PTO days (up to 80 hours/ 10 days for employees working 40 hours per week), and Holiday PTO (40 hours/5 days per calendar year).

Company Paid Holidays:

- (1) New Year's Day - Jan 1
- (2) Independence Day - July 4
- (3) Thanksgiving Day - Nov
- (4) Christmas Day - Dec 25
- (5) Your Birthday

Employee Meals:

- Free meals in the following circumstances: tastings of menu items, extras or overproduced items, and mistakes or incorrect orders.
- Staff food discounts

How to Apply

Interested candidates should complete the application form at mochijoydonuts.com/jobs