

Longfellow's Coffee

Job Description

Job Title: Assistant Manager (Food Establishment)
Unit Name#: All Units
Reports To: Unit Manager/District Manager
Prepared By: Jordan Jed
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Universal Job Responsibilities

- Demonstrate commitment to providing food and services of the highest quality and greatest value to our customers.
- Deliver **friendly, honest, quick, efficient, accurate service**.
- If you are not serving the customer, you should be serving someone who is.
- Demonstrate through action and attitude the foundation of the Longfellow's Coffee organization: OUTSTANDING CUSTOMER SERVICE, honesty, responsibility, reliability, flexibility, leadership, integrity and knowledge of product.
- Any other duties assigned within the course of business.
- Apply the principles of sanitation and food handling to minimize the threat of food borne illness and comply with Board of Health regulations.
- Apply the principles of safety and accident prevention to minimize the occurrence of accidents to you, your fellow associates or our customers.
- Understand that we work in a diverse workforce. Respect and include all associates at all times as part of the team.

Essential Duties And Responsibilities

- As an Assistant Manager, primary responsibility is to support the unit's Manager in all operational functions.
- Suggest areas where improvements in service, the workspace and Longfellow's profitability might be enhanced.
- Assist with scheduling.
- Interview applicants.
- Place and receive orders.
- Maintain the cleaning lists and ensure they are followed by associates.
- Ensure that daily paperwork is filled out appropriately.
- Maintain the appropriate amount of change in the backup box and the safe.

- Create new recipes.
- Ensure that the storerooms are kept organized and clean.
- When a problem arises, solve it. You may need to solicit feedback from your manager.

Provide Quality Foods, Beverages And Services

- Ensure Longfellow's Coffee purchasing programs are in place.
- Ensure all food and beverage purchases are placed on time as needed.
- Ensure that the ordered items are received in the quantities ordered.
- Ensure all products are rotated properly.
- Set up and maintain an appropriate par system.
- Operate and monitor the unit to ensure all standards are in place.
- Conduct a self inspection process on an ongoing basis.
- Ensure Longfellow's Coffee quality of food and beverage production and presentation.
- Ensure expedient and convenient customer service systems exist in your unit.
- Ensure all personnel deliver friendly, honest, quick, efficient and accurate customer service.
- Ensure Longfellow's Coffee sanitation standards are in place.
- Ensure Longfellow's Coffee and OSHA safety standards are in place.
- Ensure Longfellow's Coffee merchandising program is in place.
- Ensure associates fulfill their responsibility for the accurate completion of any necessary job related paperwork (e.g., production records, temperature logs).
- Talk with customers and associates to solicit feedback regarding operation.
- Respond promptly and effectively to customer or associate feedback.
- Maintain contact with current trends by reading trade magazines as well as networking with colleagues.
- Ensure merchandising programs are in place, measured for effectiveness and adjusted as necessary.
- Ensure promotions are in place, measured for effectiveness and adjusted as necessary.
- Create and submit new recipes.
- Ensure all food and beverage items are produced according to Longfellow's Coffee standardized recipes.
- Ensure all of Longfellow's Coffee standards are met through inspection, review and appropriate action steps.

Meet with Unit Manager and District Manager

- Solicit feedback regarding operation.
- Review projects and action plans.

- Present new ideas and suggestions.
- Receive new ideas and suggestions
- Discuss budget.

Ensure The Profitability Of Your Operation (Managed Dollars)

- Ensure that all associates follow proper money handling procedures.
- Assist with the growth and profitability of Longfellow's Coffee.
- Meet with Manager and DM:
 - To ensure adherence to budget.
 - To identify poor or troubling trends.
 - To guarantee accuracy of the reports.
 - To understand the source of all irregularities.
 - Develop and execute action plans in conjunction with your Manager and DM if the account is not meeting the budget.
 - Manage worker's compensation as defined in yearly objectives.
- Guarantee integrity of unit budget.
- Scrutinize all discretionary expenses.
- Control expenses including telephones, office supplies, etc.
- Ensure that all associates follow the Longfellow's Coffee guidelines covering free versus paid for food and beverages consumed while working their shift.

Develop Associates According To Longfellow's Coffee Philosophy By:

- Provide associates with the tools, knowledge and experience they need to do the job.
- Provide clear and accurate direction to associates.
- Solicit and use associate opinions and feedback regarding the operation and company.
- Always strive for a win/win/win (Customer/Associate/Longfellow's Coffee) solution.
- Set the example by the way you conduct business with vendors, provide service to customers and interact with associates.
- In association with the unit manager, set and communicate goals and objectives on a regular basis.
- Maintain intimate knowledge of the unit's personnel needs.
- Ensure smooth transitions by using Job Duty Lists and Sanitation Schedules.

Personal Development:

- Maintain the highest personal demeanor.
- Always dress and act according to the Longfellow's Coffee philosophy of professionalism.

- Ensure that all presentations to upper management are thorough and professionally prepared.
- Serve as a role model to all associates by following Longfellow's Coffee philosophy in day to day business.
- Continue to grow professionally.
- Maintain a system of honest self-evaluation and develop action plans in response in conjunction with your Manager and District Manager.
- Stay in touch with food trends via written materials and actual dining experiences in retail establishments.
- Learn from and teach other Longfellow's Coffee associates.
- Become your associates' and your customers' consistent, accurate source of information regarding foodservice operations.
- Continue to strive to meet personal and professional objectives as identified in your annual appraisal.
- Communicate early and in writing if any performance objective is in danger of not being met and present an action plan to correct the situation.

Qualifications

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education And/Or Experience

Minimum of three (3) years related experience and/or training; or equivalent combination of education and experience.

Language Skills

Ability to speak and write in English and communicate clearly with customers.

Mathematical Skills

Ability to add, multiply, divide and subtract.

Reasoning Ability

Must be able to make decisions regarding the work environment. Must be able to help peers and subordinates in decision making as well.

Physical Demands

The physical demands described here are representative of those that must be met by an associate to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the associate is regularly required to stand; walk; use hands to finger, handle, or feel; reach with hands and arms; talk or hear; and taste or smell. The associate is occasionally required to climb or balance and stoop, kneel, crouch, or crawl. The associate must regularly lift and/or move up to 10 pounds, frequently lift and/or move up to 25 pounds, and occasionally lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and ability to adjust focus.

Work Environment

The work environment characteristics described here are representative of those an associate encounters while performing the essential functions of this job.

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the associate is frequently exposed to wet and/or humid conditions and moving mechanical parts. The associate is occasionally exposed to fumes or airborne particles, toxic or caustic chemicals, outside weather conditions, extreme cold, extreme heat, risk of electrical shock, and vibration. The noise level in the work environment can be very loud.

All associates are responsible for maintaining a hazard free environment for themselves, other associates and our customers. All associates are required to wear personal protective equipment (goggles or eyewear, gloves and aprons) when handling chemicals or other hazardous substances or when assisting in first aid.

Associates may be required to use certain mechanical, electric, sharp, heat producing, and other potentially dangerous equipment while performing job responsibilities. Associates will be instructed in the proper use, function and maintenance of all kitchen related equipment. See your supervisor for specific training procedures. **DO NOT USE ANY EQUIPMENT UNTIL AFTER YOU HAVE BEEN TRAINED ON ITS USE.**

Longfellow's Coffee promotes an environment free of discrimination and open to communication between all associates. Longfellow's Coffee has an Open-Door Policy. If you have any questions, direct them to your immediate supervisor. If you have a grievance which cannot be satisfied by your immediate supervisor, you may contact Jordan Jed at 845-548-9296. As a final measure, you may contact

I have received, read and understand the job description(s) outlining my basic job responsibilities. I understand that I may be asked to perform other duties exclusive of my basic responsibilities and any other duties necessary within the course of business.

Associate Signature

Date