



Retail Team Leader

The plate is a fast-paced environment with a focus on high quality food production and quick service. The retail team leader position at **the plate** requires a candidate who is dependable, hardworking & motivated, interested in handcrafted cuisine and genuinely passionate about food and the overall customer experience. This role will serve as the face of **the plate**, and it will be important for this person to be able to both teach and model the behaviors and skills we expect from our staff. **The plate** is open 6 days a week, and produces all of their sweet and savory cuisine in-house. The retail team leader role will work under the general supervision of General Manager, Katie Foley.

Job Duties Include:

- Recruit, screen and hire a phenomenal FOH team within the financial parameters set by owner
- Scheduling all FOH staff, managing schedule requests, track & record employee tardiness, absence, and/or behavior problems
- Uphold impeccable FOH for guests; maintain properly stocked, replenished, clean, organized environment for guests upon arrival. Monitor and assess when products need to be rotated; keep waste to a minimum by maintaining staff cleaning schedule and daily side work
- Responsible for daily opening/closing out of register, managing labor, ordering and managing the inventory of paper items as well as managing the storage and organization of those items within the store. Ordering and managing beverage inventory (coffee, tea, soft drinks while communicating with chef regarding dairy, sugar, other needs). Managing the inventory of perishable that are not kitchen-generated items
- Be a constant and regular presence on the floor, create and develop relationships with our regular guests. Learn their names, notice and welcome new guests and always be available to step in and solve any guest-related problems that arise on the spot

Requirements:

- Must be organized and excellent at multitasking
- Possess a positive attitude, sense of urgency and excellent organizational skills
- A flexible schedule and the availability to work weekends is a must
- Must be dependable and have reliable transportation