



Job Title: Manager of Front-of-House and Training

Reports To: Director of Operations

GENERAL DESCRIPTION:

The **Manager of Front-of-House and Training (MFHT)** supports Curt's Café's mission of empowering at-risk youth and young adults, with the skills and confidence needed to educate students in the workforce development in the culinary, hospitality, and other local in-demand industries. This position is supportive, respectful, and able to incorporate trauma-informed care, equity, diversity, inclusion, and restorative practices/principles, in order to support the potential of all our workforce participants.

The MFHT supervises and assists café staff and students in the daily operations of the café, with emphasis on education, adherence, and execution of standard operating procedures for the Front of House (FOH). This individual focuses on coaching strategies that empower staff and students to consistently deliver customer service excellence. The MFHT will collaborate with the District Manager, Executive Chef, Catering Manager and Manager of Back-of-House and Training (MBHT) to design and implement café strategies, systems, and controls, to maintain consistent standards across all cafes, with an emphasis on efficiency and boosting profitability.

The Manager of Front-of-House and Training collaborates with the Social Services Team to ensure that all programmatic elements (FOH curriculum, social services, and life skills) are aligned, to ensure that all students receive holistic support services, quality workforce development training and life skills while at Curt's Cafe..

Minimum Preferred Qualifications:

MANDATORY:

- Associate degree or equivalent experience in the hospitality and/or culinary industries.
- 2-3 years' experience in food service management.
- Experience working with at-risk young adults.

PREFERRED

- 1-2 years' experience in workforce training program preferred
- Illinois Food Service Sanitation Manager Certificate (must be obtained within six months of hire.

- Familiarity with trauma informed care, Equity, Diversity, Inclusion, and restorative principles a plus

Key Responsibilities and Essential Functions:

- Plans and monitors the day-to-day running of all Cafes to ensure smooth operations.
- Confirm all Cafes are properly staffed (daily). Maintains scheduling with special focus on labor costs.
- Regularly incorporates employee, student, and operating procedures manuals as training tools and reminders for staff and students.
- Consistently demonstrates how corporate mission, vision, and pillars of success are essential to Curt's culture and brand.
- Works with the Director of Operations to create development action plans when organizational expectations are not met by direct report staff.
- Collaborates with Social Services Providers for student success from intake through graduation and beyond if necessary.
- Collaborates with Chef, Catering, Marketing Managers to ensure successful daily service, promotions, events and learning opportunities for students.
- Assist with Catering when needed (sales, fulfillment, delivery, and event execution).
- Serves as liaison to service providers, employment partners and community at large to further the growth and advancement of Curt's students and graduates.
- Actively seeks continuous professional growth - provides leadership, training, and development opportunities for all to FOH Staff.
- Collaborates with assigned staff and follow up for repairs required in cafes.
- Oversees customer satisfaction and complaint processes to ensure and fulfill our commitment to customer service excellence.
- Supports and assists with volunteer coordination to ensure that there is an adequate number of volunteers to support cafes and ensure on-going student development and engagement.
- Continuously assists with student curriculum and programming reviews and implements improvements to programs and services when required.
- Must have a valid license, reliable transportation to all cafe locations.
- Other duties as assigned.