

COFFEE CRUSH

Manager Job Description

We are searching for a professional and engaging Manager who is passionate about great coffee and great customer service. This Manager position is responsible for managing day-to-day operations, maintaining high store standards and conditions, and fostering a positive environment for both customers and team members. The Manager creates the tone and personality of the store by being an advocate of training, customer service, product knowledge and education and encouraging safe work practices.

To succeed as a Coffee Crush Manager, you should be positive, friendly, knowledgeable, hard working, and committed to providing customers with excellent service.

Key Responsibilities:

- Managing day-to-day operations of the cafe.
- Hiring and on boarding new baristas and other staff.
- Training employees on drink preparation and proper use of equipment.
- Welcoming customers, informing them about specials or new items, answering questions, and accepting orders and payments.
- Assessing and maintaining adequate staffing to provide efficient,

superior service on a consistent basis.

- Act as the role model for outstanding customer service.
- Ensure that all team members provide customers with efficient, friendly, superior service on a consistent basis.
- Builds morale and team spirit by fostering a work environment where team members input is encouraged and valued.
- Develop new menu items based on seasonality and customers' preferences.
- Learning about brewing methods, beverage blends, food preparation, and presentation techniques to improve food quality.
- Updating signage and displays to attract customers.
- Taking inventory and replenishing items in display cases, at tables, or behind the counter.
- Adhering to all food safety regulations and quality controls.

Manager Qualifications:

- Minimum High School Diploma or G.E.D.
- Experience in food service required, preferably in a coffee shop environment
- Strong organizational, interpersonal and problem solving skills.
- Strong leadership skills and the ability to coach and mentor team partners
- Training and willingness to continue learning about food and

beverage preparation

- Must complete the Illinois Food Manager Certification upon hire.
- Exceptional listening and communication skills
- Ability to walk, bend, and stand for extended periods
- Availability to work around peak hours, including early mornings, weekends, and holidays
- A polite, engaging personality
- Commitment to customer satisfaction and service excellence
- Willingness to work as part of a fun, high-energy, efficient team in a fast-paced environment

Coffee Crush is committed to creating a diverse environment and is proud to be an equal opportunity employer. All qualified applicants will receive consideration for employment without regard to race, religion, gender, gender identity or expression, sexual orientation, national origin, genetics, disability, age, or veteran status.