

## Service Manager/AGM - Mimi's Chuka Diner

Mimi's Chuka Diner is an owner-operated full-service restaurant located in Somerville within the same building that houses Aeronaut Brewing Company's taproom. We serve Japanese-adapted Chinese cuisine blended with an American diner concept in a **cozy ~35 seat dining room**. We hire for character and attitude, and we want all members of our team to be a reflection of that value.

Our service mantra is to be **warm, welcoming, and attentive**; service that is casual, yet careful. We want our team to be knowledgeable without pretension, attentive without being smothering, and welcoming without being cloying.

### Who We Are Searching For:

Every great team is led by a great leader. You lead enthusiastically, with a focus on exceptional guest relations and results. **You love food and beverage. You love service!** Your responsibilities include everything from mentoring team members to managing front of house operations to nurturing the ultimate guests experience. You are a quick-thinker, a **problem-solver**, a skilled communicator and a world-class motivator. You are definitely a **self-starter**. You want to work in a great environment with exciting food and beverage with **reasonable hours**.

This is a **growth position** - it should be the candidate's desire to advance and grow into an Assistant General Manager role with the opportunity to become the General Manager. As Mimi's is a young restaurant, there is plenty of opportunity to adjust or build new systems with the guidance of both owners and with the support of the talented team we've already assembled.

### Service Manager – Roles & Responsibilities

- Lead the day-to-day operational functions of Mimi's Chuka Diner.
- Manage the flow of service to ensure the highest levels of safety, cleanliness, quality, and speed.
- Master waitlist functions and flow (Resy)
- Help build and lead a high-performance team of hourly Team Members.
- Operational support functions (i.e. Purchasing, Receiving, Maintaining Inventory records, etc.)
- Successfully and consistently communicate team wins, shortcomings, priorities, best practices, and operational changes to deliver brilliant execution.
- Serve as a role model for high-quality, hands-on, floor management – including effective deployment of labor to maximize throughput.
- Address guest recovery issues quickly and respectfully through coaching, counseling, and managing staff conflicts and by reaching out to guests to resolve any outstanding dissatisfaction
- Contribute ideas, thoughts, and solutions that result in increased productivity, higher retention, and improved operations.
- Assist in staff education such as taking the lead on beverage education days, working with the owners on documents like allergy matrixes, spec sheets, origin stories, etc.
- Assist the host and the takeout team with fulfilling takeout orders

- Cover team member shifts as needed

## **Qualifications**

- 1 year in a restaurant management role
- A passion for food, hospitality, and restaurant operations
- Desire to make an impact on guests and team members
- An inquisitive work ethic and the ability to take initiative on projects
- Ability to lead, motivate, and build an efficient team in a fast-paced environment
- Belief in and passion for Mimi's core values
- Strong leadership behaviors, approachability, and a reputation as role model

## **Benefits:**

- A clear career path with opportunities for professional development
- Subsidized health & dental insurance – 50% after 60 days (~\$3300/yr)
- 10 days PTO annually yrs 1-3; 15 days years 4+; 20 days yrs 7+, accruing at 90 days
- All major holidays off
- Employee dining benefits

## **Physical Requirements:**

- Ability to maintain stationary (e.g. standing) for extended periods of time frequently and be on your feet for up to 8 hours per shift
- Ability to move around the restaurant/café throughout the day assisting staff and guests as well as performing shift responsibilities constantly
- Ability to move and lift supplies, equipment, boxes and other items up to 35 pounds from floor to shelves, under counter and up a set of stairs frequently
- Ability to reach items under counter and overhead on shelves frequently
- Ability to tolerate exposure to cleaning solutions frequently

## **Compensation:**

- Weekly Payroll
- \$55,000-\$65,000 + base annual salary
- Benchmark Incentive Bonuses after 6 months based on restaurant specific goals (equal to 10% of salary)
- Additional commissions and compensation available through private events and catering admin and sales

Mimi's Chūka Diner is an Equal Opportunity Employer. All qualified applicants will receive consideration for employment without regard to race, color, ancestry, national origin, religion, creed, age (over 40), disability (mental and physical), sex, gender identity, sexual orientation, gender expression, medical condition, genetic information, marital, military and veteran status.

Our company will consider for employment qualified applicants with criminal histories in a manner consistent with the requirements of applicable laws.