



FOOLS & HORSES  
COFFEE CO.

## Shop Manager (Broadway)

Fools & Horses Coffee Company seeks an ambitious and experienced leader to oversee our 379 Broadway location. This manager will be responsible for all store operations, including recruiting, hiring, and supervising shop staff; looking after shop logistics; and ensuring an overall exceptional customer experience.

As our largest store, 379 Broadway offers a full range of coffee and tea products, food service, as well as a wine, beer, and cocktail menu. Our manager has the opportunity to help develop these menus further to ensure we continue to provide an accessible and appealing selection to our customers.

### Performance Expectations

- Schedules day-to-day operations plus extras such as deep cleans, staff meetings, cuppings, etc.
- Leads on the floor when in the shop, and responsible for covering shifts (whether supervisor or employee) if an employee is sick
- Recruits, hires, trains, supervises and evaluates front line team
- Develops and cultivates a strong and positive team culture
- Provides effective leadership to motivate and direct team members to exceed hospitality expectations
- Anticipates and responds to customer needs and scans environment for signs of how to improve the customer experience and provide a warm inviting coffeehouse
- Models and ensures standards for hospitality, cleanliness, product delivery and efficiency
- Trains and mentors to ensure high skill proficiency in daily operations and training protocols
- Upholds and maintains operational policies and procedures to support coffeehouse team and ensure efficient coffeehouse operations
- Meets weekly with the F&H regional manager to develop action plans that effectively implement store and organizational goals and initiatives
- Maintains all systems, records and cash management practices to secure and maintain shop sales operations
- Submits bi-weekly payroll, prepares and delivers deposit weekly, and generates staff tips
- Actively manages store costs: inventory, purchasing, waste and maintenance
- Ensures regular maintenance of coffee shop equipment and other shop infrastructure (varnishing benches, planting, paint touch-ups), clean grease traps, monthly HVAC maintenance, toilets, etc.)
- Arranges training for all staff on new menu items, as needed
- Leads by example, and maintains regular and punctual attendance
- Guards the health and safety of our customers and staff
- Safeguards company visions and values with integrity and expert knowledge
- Exemplifies, fosters and encourages personal and professional growth in the workplace
- Other duties as assigned

## **Position Requirements**

- Established professional, exemplary hospitality experience
- Strong financial and inventory management skills
- Evident excellent communication and interpersonal skills
- Physically fit to stand, walk, bend, twist and lift up to 40 kg
- Minimum of 2+ years of supervisory/leadership experience
- Financial literacy
- Verified record of punctuality/attendance and time management
- Flexible with regards to store location and hours of work
- Openness, kindness, honesty and integrity
- Smart Serve Certification
- Driver's License

## **Preferred Qualifications**

- Management or Business training or education, specifically in Hospitality
- Certified Food Handler or willingness to seek certification
- Commitment to fair, sustainable trade
- Knowledge of specialty coffee and/or tea
- Previous coffeehouse experience
- Creativity, humour, and diverse life experience