

Hot Cakes Manager

Hot Cakes is a dessert restaurant built in 2008, dedicated to serving amazing organic hot fresh gooey molten cakes and other desserts, and the best coffee, wine and cocktails.

We are looking for a talented, organized, fun, bright, positive and mature full-time Manager to oversee our Ballard shop. The Manager's mission is to ensure our employees are properly trained and both employees and guests are cared for, happy and inspired while maintaining and building our culture and brand identity, all the while making sure your restaurant runs smoothly and efficiently, all day and every day, while increasing profitability and adhering to our systems and processes. You must thrive in a busy, fast-paced environment and love the service of hospitality. We want you to love people, and feel energized by guiding and leading a team in a safe, fun, supportive environment. Taking care of staff and nurturing our culture is a huge part of your job (maybe the biggest part), along with all of the other more obvious roles of a restaurant Manager.

Job details:

- Employees/Culture
 - You are the lead of a team of people (10-15 people) - they will look up to you and follow your actions - may they be positive and for the good of the team and company. You are responsible for their experience inside of work and making sure they have what they need - training, good jokes, positive reinforcement, the right ingredients and tools, etc. At the same time, you are the Ballard front of house's representative of the management team and you are equally responsible for relaying information with positivity and a collaborative attitude.
 - You will give monthly check-ins to each employee to help cultivate a healthy, constant drive to grow and learn.
- Experience
 - Hot Cakes is a place guests come to create memories, and being a steward of their experience is paramount to your success as a manager.
- Efficient Operation.
 - You are responsible for taking inventory of finished goods and ingredients, giving us the ability to order thoughtfully and accurately.
 - You are responsible for placing orders. This is food and packaging.
 - You are responsible for writing the schedule for front of house, 2 weeks in advance.
 - Part of running a successful business is to have proper planning. You are responsible for planning, knowing scheduling needs a month out, understanding employees schedules, etc.
 - You are responsible for keeping our food costs and labor costs within budget.
 - You are responsible for building and equipment maintenance.
- Maintain Quality.
 - We pride ourselves on creating high-quality desserts and confections with the best ingredients. You should want to strive for better all of the time, not accepting anything that isn't perfect and that meets HC quality standards.
 - You are responsible for keeping our entire restaurant clean at all times.
- Leadership.

- As you have a team of people to manage in the restaurant, it is very important that you display proactive leadership at all times. This means always displaying collectiveness and organization.
- You will create the schedule for employees, give positive & constructive feedback when appropriate, provide guidance and inspiration for employees, etc.
- Branding/Marketing.
 - You are responsible for making sure that everything we do is staying true to our brand, and following our brand guidelines.
 - A big part of your job is to come up with ways to grow. You will work with the management team when you have ideas for promotions, events, or different signage in the shops that will increase sales.

Requirements:

- 2+ years in a similar role
- Valid Food Handlers Permit
- Clean, organized, hard working, with attention to detail
- A team player
- Must be able to lift 50 lbs
- Must be able to be on your feet for 8 hours at a time
- Must be able to work nights and weekends

What we offer:

- Salary - DOE
- 2 weeks paid vacation
- Health insurance
- \$50 gym stipend
- \$50 phone stipend
- \$100/month store credit
- 35% store discount
- Bulk zero-waste food purchasing at wholesale cost plus 10%

Please email your resume and cover letter with a subject line MANAGER and answers to the following questions: note, we will not respond to emails that do not have the following

- What makes you a good manager?
- What inspires you?
- What motivates you?
- Funniest thing that has happened to you recently?

Email krista@getyourhotcakes.com

We're looking forward to hearing from you!

We are an equal opportunity employer. All applicants will be considered for employment without attention to race, color, religion, sex, sexual orientation, gender identity, national origin, veteran or disability status.