



The Cheese School is a 7-year old San Francisco institution! We offer private dining, cheese tasting classes, team-building events, and off-site catering. We have just opened a Cafe and Cheese Counter in Ghirardelli Square and are now hiring for all positions!

We are a super collaborative team with years of experience in restaurant and cheese counter management and are looking for a creative team player to come and join us! We teach with passion, not pretension and our motto is 'eating is learning' - we want to inspire all of our customers to be adventurous and try new things in the cheese world! In addition, we want to create a supportive environment where everyone can learn to be their best, and develop skills

they might not have known they had. We are big on training and internal promotion, and love developing people's talents! If you have cheese experience, exceptional customer service or a passion for food - please apply!

The floor supervisor ensures that the cafe, retail, and dining areas are running smoothly and efficiently, employees are focused and supported, and projects are getting completed. Floor supervisors also ensure that down time is used effectively to clean, restock, and take on other side work.

We are seeking a floor supervisor with strong customer service/sales skills. Our ideal new team member loves organization and systems and is also willing to break down boxes or do whatever needs to get done. We believe in teamwork and a healthy, happy work environment and want to find like-minded good folks!

Floor Supervisor

- Helps to ensure SOP's are executed properly by team, recommends improvements where needed
- Assists in training new team members
- Quickly communicates staff needs and issues to management
- Resolves guest concerns and complaints when management is not present
- Assists to ensure that floor is neat, tidy, well-stocked, and marked with appropriate signage
- Works with other supervisors to ensure cafe is running smoothly
- Strong POS knowledge and can troubleshoot problems
- Ensures proper opening and closing procedures for front of house
- Stays current on shop offerings. Notifies Kitchen Manager of issues when necessary
- Ring guests up, ensures orders are correct for kitchen staff execution

- Runs food and beverages with proper table side etiquette

Description of our ideal candidate:

- Ability to multi-task while maintaining TCS standards of performance
- Upholds highest standards of customer service
- Self-motivated and fast learner
- Strong sales skills with ability to recognize up-sell moments
- Strong attention to detail and organizational habits
- Thrives in a collaborative work environment
- Eagerness to train and educate others on cheese, wine and other fine foods
- Personable and dedicated to forming good relationships with customers and colleagues
- Fluency with google docs and sheets
- Strong in person and email communication skills

Compensation and Benefits:

40 hours p/week. Hourly pay DOE

Sick leave according to SF law

After 90 days:

50% health insurance covered by employer

Cell phone stipend

Discounted wines and classes

After 1 year:

401(k) matched by employer and bonus plan

And a kick-ass team from Day 1!

The Cheese School is an equal opportunities employer. This position has a lot of room for growth, as we are moving to a larger space and expanding our existing services.

To Apply:

Email a resume and cover letter to jobs@thecheeseschool.com You must include a cover letter to be considered for the position. Please explain your relevant experience and why you want to work for The Cheese School!