

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!



Floor Manager

The floor manager is the Culture Ambassador for The Cheese School! They play key roles in the day to day operations and long term visioning of The Cheese School. It's a position that requires strategic, forward thinking, and a desire to consistently better processes, combined with attention to detail that gets day to day work done. The manager oversees daily customer facing experiences and is responsible for hiring, training and managing the best people to maintain the standards and values of The Cheese School experience, both in the Cafe FOH team and Cheese Counter. This position is also responsible for driving sales and inspiring staff to do that same. Direct reports: Cheese and Retail Buyer, Wine Buyer and Cafe Supervisors.

Supervisory + Training Duties:

- Oversees the successful running of shifts; opening and closing duties, cash handling, customer service standards and efficient flow of service.
- Implements improvements to flow of service, and customer service experiences.
- Staff development - has a strong focus on continually developing employees through training and upward mobility within the company. Sets out challenges for employees looking to stretch themselves.
- Training: Offers consistent training to new hires to get them to the same level of performance, while remaining flexible to their needs and ways of learning.
- Tracks employees development so that they can be scheduled and paid appropriately.
- HR responsibilities; holding staff accountable to performance, tardiness, writing and performing reviews (30 day, 90 day and annual), writing and giving corrective action. Supported by the human resources manager.
- Recruiting, interviewing and hiring of cafe FOH and cheese counter staff.

- Supports a positive and dynamic relationship with the kitchen team, catering department and management team, while encouraging staff participation in TCS growth and performance goals.
- Researches and recommend applicable educational opportunities for direct reports.
- Upholds rules and policies of TCS.
- Takes an active role in the day to day appearance of the shop floor, retail displays and overall location.
- Oversees platter pick-ups in Cafe; including prepping dispo and bread.

COGS and Financial Management:

- Orders Bread for FOH; retail, cheese boards and platters and coffee.
- Teaches financial awareness to staff and encourages further development of Open Book Management.
- Giving great customer service that brings customers back, increasing average spend in store, educating customers to encourage spending in different departments. Work on seasonal events and tastings with the cheese and wine buyer to draw in more customers.
- Reviews and analyzes departmental growth (retail, cafe, cheese and wine). Sets goals to increase business and generate sales - not afraid to make money!

Job expectations:

- This is a floor position - the goal is for this position to be on the floor, being the example and working with staff 4 out of 5 days (or 80% of the time).
- Attend and actively participate in regular management meetings.
- Act as a neighborhood liaison.