



## Assistant manager

You're an inspirational leader who cares passionately about creating a positive environment for your customers + your team. you have exceptional product knowledge, who uses this to lead, engage + inspire your team. you're always looking for opportunities to drive the performance of the shop and contribute to amazing results. you are relentless in driving the shops performance and deliver amazing results.

You're confident as second in command and work closely with your general manager, inspiring the team to go the extra mile for our customers. you keep expectations + standards high. you recognise succession is vital for a strong talent pipeline and you're proactive in developing others. in the absence of your general manager you lead the shops as if it were your own.

### Our people

#### What brilliant looks like

- You create a positive environment where people feel cared for, can be their best and are valued for their contribution
- You ensure your whole team creates brilliant welcome, induction training experience for new starters
- Along with your general manager, you're always on the lookout for talent, planning + recruiting in advance
- You spot, nurture + develop talent within your team
- You work with your general manager to ensure strong succession across every role within your shop, encouraging responsibility for this at every level of management
- You ensure great communication within your shop, including regular team briefs, management meetings, reading + responding to emails during your shift
- You role model 'coaching on the go'
- You work with your general manager to ensure every person in your team has an appraisal + personal development plan
- You ensure the team on shift are fully compliant with our staff uniform policy
- You work with your general manager to effectively delegate responsibilities to the management team + regularly follow-up
- Along with your general manager, you proactively manage individual team performance
- You ensure all forms of training are completed within specific timeframes
- You recognise high performance + celebrate success within the team



- You behave with your team in a polite, professional and honest way

### **We measure success through**

- Team turnover
- Appraisals
- People picture | succession plan
- Engagement survey
- Weekly finance business review (flash) + 121's
- Training compliance

### **Our customers**

#### **What brilliant looks like**

- You encourage a culture where all customers are valued + feel cared for, ensuring they receive outstanding levels of service and leave excited at the prospect of returning
- You ensure every customer's experience exceeds expectations and that Flour Pot service is delivered brilliantly
- You ensure our service 'must dos' are always met
- You support your general manager to deploy the team effectively, using the tools + insights available, ensuring customer satisfaction is exceeded at all times
- You deal effectively with customer feedback, using this as an opportunity to improve individual + team performance, as well as operational best practice
- You use insight from customer feedback to ensure a legendary customer experience

#### **We measure success through**

- Low complaints
- Social media reviews
- Customer feedback
- Online reviews

### **Our products**

#### **What brilliant looks like**

- You create a culture where the whole team feel pride in our food + care about everything



- You have in depth product knowledge, follow the specs of our all our products + ensure your team follow suit
- You have an in depth understanding + passion for the high-end coffee world, with practical know how around an espresso machine + instill this in your team
- You share your passion + knowledge of The Flour Pot, bakery + production techniques with the team
- You provide regular feedback to the bakery team on food quality + standards, ensuring continuous improvement
- Along with your general manager you ensure that the whole team are fully trained on all products, including any seasonal menu launches + our very own roasted coffee
- Along with your general manager you ensure excellent food quality, food safety, health + safety and allergen practices are followed

### **We measure success through**

- Customer feedback
- Compliance audits
- GP control
- Wastage controls

### **Our money**

#### **What brilliant looks like**

- You have a restless focus for driving sales, which is reflected throughout the team
- You support your general manager to maximise commercial opportunities within the shop and beyond
- You work with your general manager to 'own your mile' by implementing proactive marketing plans + campaigns that give return on investment
- You work with your general manager to grow the business. using the information available, you make commercially sound decisions
- You enable the team to be confident + capable to maximise sales opportunities
- You know your shop and are able to order accurately to maximize sales opportunities
- You are responsible and adhere to cash handling & cash management protocol outlined in our company policies during your shift
- You support your general manager in controlling the business, ensuring it's profitable at all times

### **We measure success through**

- P&L review
- Weekly finance business reviews (flash)



- Cash handling forms

## **Our places**

### **What brilliant looks like**

- You ensure your shop is always a place that is welcoming and inviting to our customers + our teams
- You make sure all Flour Pot food safety and health + safety standards are met at all times
- You create a great ambience within your shop, appropriate to the time of day + week
- You ensure your shop & product displays are kept clean & adhere to Flour Pot standards at all times
- Working with your general manager, you manage the maintenance + upkeep of your shop, reporting any defects to your operations manager immediately

### **We measure success through**

- Customer feedback
- EHO visit
- Shopkeeping audit
- Weekly finance business reviews & 121's