



## GENERAL MANAGER JOB DESCRIPTION

### WHO WE ARE

Alchemy is a modern all-day café inspired by making innovative, functional food approachable for all. We view food environmentally, socially, and nutritionally and are committed to creating menus that reflect that. We value intention, curiosity, confidence, innovation, and humility.

At Alchemy, we recognize that food and nutrition issues are systemic and that if we can make even a small impact on the health and happiness of our community, then that's a job well done.

We use Alchemy as a platform to unite people, to catalyze social change, and to make the world better. We believe food should be celebrated and shared. And what's life without donuts?

### THE ROLE

The General Manager (GM) is responsible for bringing our vision, mission and values to life while holistically overseeing operations at Alchemy Kitchen. This includes being the primary point of contact for our service, product, people and processes.

The GM is responsible for recruiting, hiring, leading and developing the optimal team to achieve Alchemy Kitchen's goals. Our GMs must be goal-oriented, assertive and optimistic while approaching every situation with humility, curiosity and genuine care. Team inspiration, motivation and evaluation is an inside-job; our team truly relies on the GM leading the way!

The GM is responsible for exceptional customer service. This requires attention to detail, strong delegation skills between our front of house and back of house teams, strong time management, creative and timely problem-solving skills and the ability to inspire and motivate Alchemy's team to achieve.

At Alchemy Kitchen, our GM has the unique opportunity to guide our customer and team member experience while leading a true culinary-driven experience in the back of house. Our kitchen's skill and appreciation for innovative dishes will define both our customer's satisfaction and ability to achieve sales goals. The GM will work closely with the Executive Team and the team at Alchemy Kitchen to create meaningful relationships, drive hospitality and engage our community.

### RESPONSIBILITIES

- Live inspired and motivated to lead Alchemy's vision, mission and values
- Understand each team member's motivation to work at Alchemy; hold team members accountable to their job responsibilities, coach team members to develop, identify top performers and leaders, manifest their potential and train all team members according to their journey
- Meet or exceed quarterly and annual sales goals, execute additional objectives established by the Executive Team for improvement or innovation
- Consistently coach and engage team members to support a strong company culture with direction and purpose; ensure a safe, harassment-free workplace with positive team morale

- Recruit, interview, hire, train and evaluate managers and team members
- Manage all internal and external email and phone communications in a professional and timely manner
- Complete daily, weekly and monthly inventory counts to strategically order food and paper goods with respect to sales projections, catering, promotions, and seasonal changes
- Order and purchase food and paper goods based on inventory levels to achieve sales goals, cost of goods %, and prime cost goals
- Maintain waste and production logs for weekly food cost control
- Build schedules based on sales projections, achieve labor and prime cost goal, plan ahead to ensure successful shift execution based on season, sales and team member's availability
- Create effective shift plans and advise team member line-up to achieve maximum efficiency and timeliness
- Perform quarterly (at the minimum) performance evaluations for all team members, performing performance management, disciplinary or developmental evaluation as needed
- Accommodate unique customer needs and preferences for in-store service, catering, events and through external communications
- Effectively plan and lead weekly manager meetings to meet established company initiatives, communicate with Executive Team about critical notes and feedback to coach team
- Comply with and enforce high health code standards and cleanliness in accordance with Columbus Department of Health; ensure functionality of all equipment
- Obtain and maintain safe food handler certification

#### **QUALIFICATIONS**

- High school diploma and ServeSafe Certification
- Minimum 2 years' experience leading a food service business, minimum 3+ years' restaurant experience
- Available 50-60 hours per week, with flexible schedule to include a combination of days, nights and weekends

#### **BENEFITS**

- Medical, dental, and vision health care benefits
- Competitive earning opportunities; base and bonus compensation
- 10 paid vacation days + 5 paid sick days
- Paid maternity leave
- (1) complimentary employee meal per shift
- 50% off at Alchemy and 25% off at all A&R restaurants
- 25% off Fitness Loft Membership
- Performance-based advancement opportunities at a young company

#### **HOW TO APPLY**

Apply online at <https://www.alchemyjuicecafe.com/careers/>