



farming hope

Assistant Front of House Manager for Farming Hope at Manny's

Full-time hourly role

100% employer funded health and dental benefits available

Location

San Francisco, CA

Reports to

Front of House Manage

Compensation

Starting at \$50,000 BOE

100% employer funded health and dental benefits after 90 days

Company Description

Farming Hope is a 501(c)(3) nonprofit farm-to-table culinary job training program that fosters community leaders in the food system. We offer transitional employment and on-the-job training in gardening and cooking through our social enterprise restaurant at Manny's in San Francisco's Mission District; our community food hub named Refettorio San Francisco in the Civic Center; and our urban training garden in the Western Addition neighborhood. Our Apprentices overcome major barriers to employment, primarily experiencing homelessness or being formerly incarcerated. We are a highly collaborative, community-based organization, notably working with [Food For Soul](#) and their international network for Refettorio SF.

Working at Farming Hope feels like being part of a team dedicated to fighting our region's devastating crises of homelessness, hunger, and lack of community. Growing and serving food allows our Apprentices to give back to their city. We're all hungry to give back and belong. Learn more about our Apprentices and organization at farminghope.org.

Job Description

The Front of House Manager will assist in management of all aspects of the customer experience and front of house operations at Manny's, Farming Hope's social enterprise restaurant. They are also responsible for modeling exemplary work habits for the Apprentices in our job training program.

Our ideal candidate is passionate about providing the highest quality customer service, has experience setting and enforcing standards for front of house teams, and shares our ambition to give guests the best food and service experience possible. Farming Hope and Manny's both believe in empowering leaders from all backgrounds in order to move toward a more just society, and our ideal candidate will bring similar values to our team.

Some flexibility in scheduling will be necessary for week-to-week scheduling. Evening and weekend availability is necessary. Average schedule might be Tuesday-Saturday 10:30am - 7:00pm. As a small startup nonprofit, we offer long-term opportunities to grow with our organization into more senior leadership positions.

Responsibilities include but are not limited to

As the Assistant Front of House Manager, you'll be serving as a supervisor for the front of house team in executing exemplary lunch and evening services at Manny's. You will be responsible for overseeing that the restaurant meets our commitments to customer service, team member enjoyment and high standards in a busy environment. Your responsibilities will include:

- Ensure customer experiences are at or above our standards from open to close.
- Follow processes and suggest opportunities for improvement.
- Oversee that all team members are fulfilling their job duties while also providing them with a fun, safe, and enriching experience.
- Communicate well with all employees and serve as a teammate with the kitchen team.
- Have a strong understanding of the menu, Farming Hope's job training program, and Manny's offerings and events.
- Help staff address difficult circumstances and minimize stress in a busy environment.
- Verify break policies and scheduling requirements are adhered to.
- Assist in scheduling and adjusting front of house to support business. Manage call-outs and ensure properly staffed for shifts.
- Welcome new hires and ensure they receive timely and sufficient training that sets them up for success.
- Assist in ordering & receiving product, ensuring any discrepancies are communicated to vendor and FOH Manager.
- Know and ensure CA food safety standards are met by all team members.

Candidate Requirements

- *Service experience:* You have 2+ years of front of house service experience. This is a fast-paced role at a social enterprise restaurant and civic event space. You use your energetic, outgoing and hospitable personality to enchant customers and empower team members.

- *High standards of organization:* You are detail oriented, professional, and can maintain and improve upon organizational standards.
- *Commitment to transformation:* Farming Hope wants to empower those experiencing homelessness to be community leaders; we want our food system to be more sustainable for all; we want our staff to think differently about charity and justice.

Other Beneficial Qualifications: Spanish language fluency, lived experience of barriers to employment faced by our training Apprentices.

To apply

Send your cover letter and resume to team@farminghope.org, along with any questions.

Farming Hope is an equal opportunity employer. We enthusiastically accept our responsibility to make employment decisions without regard to race, religious creed, color, age, sex, gender, sexual orientation, gender identity, national origin, religion, marital status, medical condition as defined under State law, disability, military service, pregnancy, childbirth and related medical conditions or any other classification protected by federal, state, and/or local laws and ordinances.

At Farming Hope we have a clear vision to be a place where a diverse mix of talented people are able to learn, teach, and grow. Diversity is more than a commitment at Farming Hope—it is necessary to advance equity and inclusion for the Apprentices in our training program and our diners in the community.