



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

Full-time hourly role

Location

San Francisco, CA

Reports to

Front of House Manager

Compensation

Starting at \$23-24 per hour

100% employer funded health and dental benefits after 90 days

Schedule

Wednesday-Sunday 9am-5:30pm

Overview

Are you interested in joining a committed team that is passionate about changing the world, one latte at a time? Then you may find yourself at home at Farming Hope.

We do things differently than any other cafe; as a social enterprise our goal is to empower our apprentices, to nourish our customers, and to inspire people to give back to their community. This makes for a dynamic and fulfilling work experience. Frankly, it's not for everyone. But for people with a love of food and coffee and deep desire to change the world, it's game-changing work in a fun, engaged, and meaningful culture.

Company Description

Farming Hope is a 501(c)(3) nonprofit farm-to-table culinary job training program. Our apprentice program trains adults with barriers to employment such as those formerly incarcerated or unhoused. We offer transitional employment and on-the-job training at 3 locations: our social enterprise restaurant Farming Hope at Manny's, our community food hub, Refettorio San Francisco, and our urban training garden.

We are a highly collaborative, community-based organization dedicated to fighting our region's devastating crises of homelessness, hunger, and lack of community. Learn more about our organization at farminghope.org.

Farming Hope at Manny's is the primary location for this role. Manny's is a community focused meeting and learning space with a cafe and wine/beer bar in the heart of San Francisco's Mission district. It is a place where anyone can meet and engage with civic leaders, elected officials, artists, activists, change makers, and each other, with frequent community events. Our apprentices work alongside staff in the kitchen and front-of-house to gain job skills and experience.

Job Description

The Front of House Assistant Manager will assist in management of all aspects of the customer front of house operations. This means working the counter as a barista, wine & beer bartender, and cashier, and also managing other baristas and bartenders. They are also responsible for teaching skills and modeling exemplary work habits for the Apprentices in our job training program. This is a role with a high expectation of co-ownership and commitment at the organizational level.

Our ideal candidate is passionate about creating a positive work environment, has experience setting and keeping high standards for front of house teams, and shares our ambition to give our guests a wonderful experience. Farming Hope believes 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, but the average schedule may be Wednesday-Sunday 9am-5:30pm. 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

- Create a welcoming, uplifting, and inspiring customer experience.
- Follow standard 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 work experience.
- 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 that break policies and scheduling requirements are adhered to.
- Assist Front of House Manager in scheduling, and manage call-outs and ensure we are 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.

- Assist with regular updates to menu, coordinating any changes with kitchen
- Assist with catering operations, including keeping track of orders
- 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.
- *High standards of organization:* You are detail oriented, professional, and can maintain and improve upon organizational standards.
- *Commitment to transformation:* Farming Hope’s mission is to empower folks experiencing barriers to employment so it is important that our staff believes in this work.

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 [hiring@farminghope.org](mailto: hiring@farminghope.org).

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.