



### **Front of House Shift Lead and Trainer - Farming Hope at Manny's**

Full-time hourly role, includes working as a Crew Member in the Front of House as a cashier, barista, bartender and as a trainer for our apprentices.

#### **Location**

San Francisco, CA

#### **Reports to**

Front of House Manager

#### **Compensation**

Starting at \$22 per hour

100% employer funded health and dental benefits after 90 days

Note: In an effort to address the wage inequality in the food and service industry, we have added an 18% service fee on our orders, which benefits all staff members and uplifts the organization as a whole. Tips and other gratuity are not accepted on an individual basis.

#### **Schedule**

Full Time, Tuesday-Saturday 1pm-9:30pm

#### **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 / restaurant / bar; 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 who have a deep desire to change the world, it's game-changing work in a fun and engaging space with a 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](http://farminghope.org).

**Farming Hope at Manny's** is the primary location for this role. Manny's is a community-focused meeting and event 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. Farming Hope's Apprentices work alongside staff in the kitchen and front-of-house to gain job skills and experience at this location.

### **Job Description**

The Front of House Shift lead will assist in management of all aspects of the customer experience and front of house operations at Farming Hope at Manny's, our social enterprise restaurant. This means working the counter as a barista, wine & beer bartender, and cashier, and also leading the team during your shifts. The shift lead is also responsible for 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 providing the highest quality customer service, has experience setting and keeping standards and a positive work environment for our front of house teams, and shares our ambition to give guests the best food and service experience possible. 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 Tuesday-Saturday 1pm-9:30pm. As a small startup nonprofit, we offer long-term opportunities to grow with our organization into more senior leadership positions.

### **Responsibilities:**

As the Front of House Shift Lead, you'll be serving as a supervisor for the front of house team in executing exemplary lunch and evening wine and beer service at Manny's. This means working the counter as the lead barista, wine & beer bartender, and cashier and all aspects of our customer service. You are also responsible for teaching skills and modeling exemplary work habits for the Apprentices in our job training program, and helping to mentor them for success.

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:

- Create a welcoming, uplifting, and inspiring customer experience while taking orders, making beverages, and serving food.

- Oversee that all team members are fulfilling their job duties while also providing them with a fun, safe, and enriching 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.
- Act as a brand ambassador for Farming Hope, to help raise awareness about our organization's work and help us build our community.
- Welcome new hires and ensure they receive timely and sufficient training that sets them up for success.
- Assist in ordering & receiving product, keeping our storage space organized and cleaning the equipment, the front of house supplies, and the space.
- 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.
- *English Fluency:* This role requires a high level of interaction with customers and staff with English as the primary language.

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

#### **Equal opportunity**

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.