

SAINT JOHN'S COMMUNITIES JOB DESCRIPTION

JOB TITLE: Bistro Manager

REPORTS TO: Director of Dining and Hospitality

STANDARD PRECAUTIONS - Category III

FLSA CATEGORY: Exempt - Salary

JOB CODE: 817-2

JOB OBJECTIVE:

Oversees day-to-day staff of Bistro and administrative support. Facilitates the solution of staff/resident issues to ensure optimal/gracious dining experience. Assists with events preparation and completion; Performs and is the lead on a variety of food service tasks including food preparation/assembly and sanitation. Daily administration to include billing, data entry of sales reports, scheduling Bistro team members, Bistro labels, Bistro menu signage, Worx hub, credit card receipts, direct billing/receipt reconciliation, special event and marketing flyers. Work together with all members of the Community to uphold and further the mission, vision, principles and values of the Saint John's.

KNOWLEDGE, SKILLS, ABILITIES, QUALIFICATIONS:

1. Must be at least 21 years old and have high school diploma or GED with additional training and experience in hospitality services.
2. Minimum of 2 years previous supervisory experience in a restaurant setting preferable.
3. Must demonstrate the ability to comprehend and follow established procedures and a range of verbal/written instructions with a high degree of accuracy.
4. Must read, write and speak English in an understandable manner.
5. Must demonstrate and be proficient in all Microsoft suite software to include Word, Excel, Publisher and have a proven record to learn customized computer software such as AOD.
6. Must demonstrate dependability and excellent communication and problem-solving skills, be honest, exhibit a warm, cheerful, caring manner and be regularly at work, on time, as scheduled.
7. Must have the ability to adapt to changing organizational needs, work flexible hours to meet the scheduling requirements.
8. Must be professional in actions, neat attire appropriate to the position, excellent customer service skills, and desire to work with and serve older adults.
9. Must demonstrate the ability to comprehend and follow established procedures, be able to multi- task, be able to work independently and perform various duties without close supervision.

ESSENTIAL FUNCTIONS, DUTIES and ACCOUNTABILITIES:

Management and Supervision

1. Supervise Bistro staff to include department orientation and training.
2. Schedule staff according to budgeted hours and department needs.
3. Takes corrective action for minor issues and for more serious infractions has the authority to instruct an employee to leave the facility, pending continued review by the direct Supervisor of the employee.
4. Acknowledges others when work completed. Takes immediate action when unacceptable performance issues arise within the Dining Dept. Participates in counseling sessions and practice improvement strategies, e.g. performance improvement plan writing and follow-up, learning circles. Writes anecdotal notes regarding situations. Submits oral reminders and written warnings to the Director Dining and Hospitality. Completes formal performance evaluations. Assists with staff development and the orientation of new employees.
5. Monitors the dining environment: the overall cleanliness, safety and temperament. Intervene when conditions warrant by using learning circles, teaching opportunities and/or work orders; Follows up on incident reports and implements preventive strategies or makes recommendations.

6. Complete monthly sales reports to analyze trends and usage.
7. Assists with monthly billing for both internal and external caterings.
8. Creates and maintains Bistro labels for all products with accuracy.
9. Prepare comment card summary for Food Council.
10. Prints and monitors Bistro daily menu signage for accuracy.
11. Print and distribute weekly menus to W/S/C and all residents making appropriate changes in dates and menu adjustments.
12. Manager on Duty rotation
13. Maintains confidentiality of all resident, department and organizational information.
14. Follows all safety, security, infection control (including Category III Standard Precautions) and hazardous materials policies and procedures. Performs all tasks to assure resident and personal safety and the protection of Saint John's property.
15. Attends mandatory in-services as required.
16. Adapts to schedule changes or works overtime to meet the needs of the department, as needed.

Personal/Professional Integrity and Responsibility

1. Employees act with honesty and openness in all their dealings as representatives of the organization and are expected to support a working environment that values respect, fairness, inclusiveness, and integrity. Our employees promote responsibility in the workplace by recognizing and respecting boundaries of people with whom we work and serve.
2. Employees support practices and principles of the person-first philosophy that gives residents the power of choice. Employees are considered part of the community and are expected to perform duties within the principles and practices that guide care and services through knowing and honoring the person before the task. i.e. Fostering relationships between residents, family and staff; Each person is to be known as an individual who can and does make a difference; We nurture the spirit as well as the mind and body; We promote growth and development for all; and, We create an environment that meets the physical, social, emotional, intellectual, spiritual and occupational needs of individuals and the community.

WORK SETTING/ENVIRONMENT:

Work is usually performed indoors with exposure to wetness/high humidity when picking up orders from kitchen or when assigned to dishwashing/cleaning tasks. There are occasional exposures to temperature extremes of 40°F to 85°F and to seasonal conditions including humidity, sunlight, poor air quality, biting insects when working outdoor summer special events. There are occasional exposures to hazardous chemicals used in sanitizing dishes; with occasional exposures to burns and bodily injuries/illnesses; seldom are there exposures to blood/body fluids

EQUIPMENT USED:

Computerize system for taking orders and all related business office equipment and well as various kitchen equipment.

PHYSICAL/SENSORY/COGNITIVE REQUIREMENTS TO PERFORM ESSENTIAL JOB FUNCTIONS:

Physical Strength: Must be able to frequently push/pull/lift/move objects weighing up to 10 pounds, and occasionally push/pull/move food carts weighing 50 pounds.

Manual Dexterity: Must be able to continuously perform simple manipulative tasks as carrying dishes/trays; frequently perform difficult manipulation as when writing reservations and slicing food.

Coordination: Must be able to continuously perform tasks requiring good hand/eye coordination and steadiness of motion as when serving, pouring, and/or setting tables.

Mobility: Must be able to continuously stand, walk, bend, twist when waiting tables, dishwashing, assembling food, etc.

Speech: Must be able to frequently articulate clearly and precisely with residents/visitors/staff in face-to-face interactions and when speaking on the phone.

Emotional Stability: Must be able to frequently deal effectively with stress created by service demands of residents/visitors; strict mealtime schedules and working cooperatively as a part of the food service team.

Vision: Must be able to frequently discriminate colors and see objects closely to read menus, party instructions, etc.

Hearing: Must be able to continuously hear normal sounds and voices within a moderately noisy dining room and kitchen environment to communicate with residents/visitors, receive instructions, etc.

Smell: Must frequently use this sense to distinguish quality of food.

Concentration: Must be able to frequently concentrate on moderate detail with some interruption as when reading instructions, taking meal orders from service tables.

Attention Span: Must be able to frequently understand task/function for more than 60 minutes at a time.

Conceptualization: Must be able to frequently understand and use specific ideas generally several at a time; and frequently understand and relate to concepts behind specific ideas.

Memory: Must be able to continuously remember verbal/written tasks/assignments for full shift.

EMPLOYEE RESPONSIBILITY IN AN EMERGENCY: Must know, understand, and comply with all emergency procedures and be able to assist with resident evacuation if necessary, and all safety, security, infection control and hazardous materials policies and procedures.

-
1. This job description is not intended to be all-inclusive. The employee will also perform other reasonably related business duties as assigned by the supervisor or other management.
 2. Management reserves the right to change job responsibilities, duties and hours as needs prevail. This document is for management communication only and not intended to imply a written or implied contract of employment.
 3. I have read and understand this job description. I agree to accept the responsibilities and duties as outlined with or without reasonable accommodation.

Employee Signature

Supervisor Signature

Revised 1/2022