



www.frenchettebakerywhitney.com

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**Job Title:**

Manager

**Required Years of Experience**

3+ years

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**Job Details**

Frenchette Bakery is opening a second location at The Whitney Museum.

Frenchette Bakery is goaled in creating another true neighborhood spot, providing a welcoming and positive experience to all our guests. We are quality-focused and prioritize locally sourced ingredients, offering artisan breads, viennoiserie, sandwiches, pizz'ette, and specialty coffee. We will be expanding upon our current offerings including sweet and savory, breakfast, lunch and take away options.

We are seeking an experienced and dedicated Manager with a passion for hospitality to join our team and grow with us. They will oversee the day-to-day responsibilities of bakery/FOH operations including all aspects of the business and the guest experience. An essential function of the job will be the ability to lead, motivate and support our team to create a uniquely warm and positive environment, and develop all FOH team members to exceed business goals.

The successful candidate will be a natural leader, ensure efficient FOH operations, have experience in a similar customer service, retail and/or food and beverage role, detail oriented with a positive can-do approach, strong interpersonal skills and work ethic.

You should possess at least 3+ years of management and customer service experience, plus:

- Ensure smooth day to day operations, foster, and promote a strong work culture and uphold brand service standards.
- Build, train and manage FOH team and coordinate all daily FOH operations.
- Ability to lead by example and motivate others to provide exceptional guest experiences.
- Demonstrate and deliver a high level of customer service in a fast-paced environment.
- Maintain an optimum working relationship with others by promoting teamwork and fostering a harmonious work environment.
- Strong multi-tasking skills and ability to problem solve efficiently.
- Facilitate guest orders incl. in person, phone, delivery and online.
- Respond efficiently and accurately to all inquiries.
- Manage, oversee, and maintain all company policies and procedures.
- Maintain standards according to DOH, safety and employment regulations.
- Manage FOH schedule and supervise shifts.
- Meet financial goals, such as but not limited to labor cost, food cost, profit margin, etc.
- Manage accurate tip reconciliations and timecard recording daily as part of weekly payroll processing.
- Approving invoices and order management to maintain optimum inventory levels.
- Create a positive company culture of commitment to excellence.
- Responsible for new hiring, including interviewing, onboarding, and training.
- Appraise team performance and provide feedback in a timely and professional manner.
- Perform other duties and responsibilities as required or requested.



AT THE WHITNEY

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### **Job Requirements:**

A minimum 3+ years of managerial experience required, in the hospitality or food industry, plus:

- Strong leadership and communication skills
- Ability to problem solve, multi-task and delegate timely and effectively.
- Lead with integrity and discipline
- High level of customer service
- Excellent work ethic
- An ability to remain calm under pressure and thrive in a fast-paced environment.
- Team oriented.
- Food Safety knowledge & Food handler card required (Food Protection Certificate in NYC)
- Flexibility with schedule (Monday-Sunday, weekends required)
- Full time availability
- Proficient in Google Suite, Microsoft Office, SquareSpace, Toast
- Able to reach, bend, and frequently lift to 30 lbs.
- Able to work in a standing position for extended periods of time (up to 8 hours)
- New Store Opening experience a plus.

We are a value-driven company with an emphasis on integrity, quality, respect, and employee needs. This is a great opportunity to be a part of an energetic, seasoned, and diverse team that is committed to creating an inclusive and dynamic workplace to learn, collaborate and grow.

Frenchette Bakery at the Whitney offers a competitive pay and benefits package and is an equal opportunity employer.

*Frenchette Bakery at the Whitney* considers applicants for all positions without regard to race, color, religion, creed, gender, national origin, age, disability, marital or veteran status, sexual orientation, or any other legally protected status. *Frenchette Bakery at the Whitney* is an equal opportunity employer.

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### **Compensation Details**

- Compensation: Salary (\$70,000.00 - \$80,000.00)

### **Benefits & Perks:**

- The company contributes 100% towards the individual's base health insurance plan.
  - Dental/Vision insurance option
  - Transit benefits (option to sign up for Commuter Benefits)
  - Paid Vacation
  - Opportunity for career advancement
  - Dining program discount for all Frenchette restaurants/bakeries
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### **Required Skills**

- Leadership
  - Team Management
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- Customer Service
- Communication
- Organizational Skills
- Positive Attitude
- Attention to Detail
- Training Others
- Time Management
- Food Safety Knowledge
- Safety Procedures Knowledge
- Scheduling
- POS Systems
- Inventory Management
- Food Handler Certification