

Latte Cart Manager

We are searching for a committed, proactive latte cart manager who would enjoy working in an exciting, fast-paced environment. The latte cart manager will promote and grow the business, recruit and train staff/volunteers, and ensure that patrons are receiving excellent drinks, food, and service. You will also manage inventory and resources, plan promotional events, ensure that quality and safety controls are followed, maintain vendor relationships, create schedules, and set business objectives to increase profits and maximize customer satisfaction. You should also be able to work with diverse personalities and diffuse tense situations.

In order to succeed as a latte cart manager, you should be observant and have the ability to think critically and efficiently. You should be a skilled communicator with excellent problem-solving, observation, and interpersonal skills.

Latte Cart Manager Responsibilities:

- Greet customers as they enter
- Give customers drink menus and answer their questions regarding ingredients
- Take orders while paying attention to details (e.g. preferences of espresso, dairy and sugar ratios)
- Prepare beverages following recipes
- Serve beverages and prepared food, like pastries and muffins
- Receive and process payments (cash and credit cards)
- Keep the bar areas clean
- Check if brewing equipment operates properly and report any maintenance needs
- Manage the business aspects of the latte cart, such as taking inventory and purchasing supplies, managing budgets, and setting goals
- Recruit and train staff/volunteers to provide excellent service to patrons
- Create effective schedules and quickly resolve conflicts to ensure that the latte cart is well staffed during peak hours
- Set and enforce quality and safety controls
- Comply with health and safety regulations
- Assess and implement new menu ideas, determining feasibility, success, staff and equipment needs
- Work with diverse personalities both on the staff and patrons
- Assess, plan, schedule, and participate in special event requests
- Maintain a fun, safe atmosphere for patrons and staff/volunteers

Latte Cart Manager Requirements:

- Restaurant or management experience or specified training as a barista a plus
- Strong understanding of business management and accounting principles preferred
- Excellent computer, problem-solving, and customer service skills

- Exceptional communication and interpersonal skills
- Ability to diffuse tense situations and resolve conflicts
- Willingness to work during peak hours, including Sunday mornings from 7:30a – 12:30p
- Effectively delegate responsibilities and maximize resources
- Ability to walk, stand, and occasionally carry heavy items in a fast-paced, possibly stressful environment

Contact Rev. Carol Wilke (cwilke@milehichurch.org) if interested.