



## ROLE & RESPONSIBILITY

### FOODSERVICE MANAGER

## FOODSERVICE MANAGER JOB DESCRIPTION

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### THE HUB WAY

- Vision**            **To be an indispensable convenience destination**
- Mission**        **To faithfully live The Hub Gear of Success in order to maximize our people, our business, and our community**

***TO EFFECTIVELY DELIVER ON THE COMPANY'S OVERALL GOALS AND OBJECTIVES, THE FOODSERVICE MANAGER IS EXPECTED TO DRIVE GROWTH AND RESULTS IN THESE AREAS:***

### VISION, MISSION, AND VALUES

#### *THE HUB LEADERSHIP TEAM COMMON CORE RESPONSIBILITY*

- Understanding that the primary responsibility of any leader is to be a positive influence on our team. This involves areas ranging from attitude and task completion to servanthood and guidance. We will influence our team through our core values so that we become North Dakota's premier convenience destination.
- The most important deliverable to our customers is in how we serve them. Leaders are expected to provide a level of service that ensures our customers will want to return and also recommend our products and services to others. Further, we will strive to be rated in the top 1% of all service providers by truly giving "World Class Service."
- Build a workplace climate of energy, action, urgency, and fun! Bring our "A" game every day and transfer some of that energy to our customers so they leave our establishments feeling better than when they came in.
- Display the professional look of leadership through excellent grooming practices, proper care and maintenance of clothing and shoes, and adherence to The Hub's dress code.
  - Hold Team Members accountable for strict adherence to dress code and appearance standards.
- As a Leader, it's imperative that the influence we have on our team is positive. By promoting a "glass half full" mentality, we are contributing to a positive working environment.
- In our business model, the whole is greater than the sum of the parts. We will only reach our full potential when each department within the store, and further, each store within the company are operating in each other's best interest. Team Leaders are expected to forge strong business relationships with their peers in other departments.

#### *ASSISTANT GENERAL MANAGER POSITION SPECIFIC RESPONSIBILITY*

- Actively lead communication with and between all Department Leaders (Foodservice, Car Wash, Schlotzsky's) to discuss collective ways to achieve the goals and objectives of the team.

### BUSINESS OPERATIONS

#### *THE HUB LEADERSHIP TEAM COMMON CORE RESPONSIBILITY*

- Provide a great looking store to our customers through added focus to the items on the department Appearance Report. Also develop and adhere to location-specific cleaning and maintenance checklists. Each department should have a daily, weekly, monthly, and quarterly checklist.
- Guarantee leadership to ensure all equipment is maintained and promptly fixed when needed
- Accountability on current signing, pricing, and promotional merchandising
- Produce personnel work schedules at least 10 days in advance of the beginning of the work week. See that there is adequate coverage during peak periods with minimal to no overtime for hourly workers.
- Proactively utilize reports, historical data, and forecasting to meet or beat payroll goals
- Demonstrate awareness, engagement, and accountability for gross margin to meet or exceed margin goals
- Lead a culture of financial accountability and honesty
- Adherence to operational procedures; Understand how they impact profitability and provide efficiency.

## BUSINESS OPERATIONS (CON'T)

### *THE HUB LEADERSHIP TEAM COMMON CORE RESPONSIBILITY (CONT.)*

- Prioritize and drive continuous improvement in the above areas to impact total store profitability.
- Deliver effective communication to the team so they understand what is expected of them.
- Lead a work environment focused on safety and incident prevention.
- Be the thought and process leader of your entire department with little deference to the General Manager.

### *FOODSERVICE MANAGER POSITION SPECIFIC RESPONSIBILITY*

- Daily adherence to ServSafe and State of Minnesota Health Inspection standards, including:
  - Cleanliness and Sanitation Standards
  - Maintaining food and equipment at proper temperatures
  - Prevention of cross-contamination
- Keep abreast to the constant changes in food pricing to ensure your menu prices are up to date
- Ensure all offerings are identified on your menu boards
- Provide an impeccably clean view for the advocate in to our kitchen and ordering areas
- Ensure all food service operational processes are executed correctly (e.g., inventory flow and receiving, ordering, supplier payments, and program implementation)
- Lead the implementation of new programs and processes so that the team will follow your example
- Oversee stock levels to ensure all products are in stock, yet there isn't too much overstock in the back areas. Oversee inventory flow so that we are constantly cycling through backstock items.
- Deliver consistency in the food we serve. Every pizza should look, feel, and taste the same as the next one. Every omelet should look like the one made yesterday. Every deli sandwich must be assembled in the same way from day to day and team member to team member. Education is critical and you are directly responsible to deliver consistency in your department
- Keep the kitchen and cooler floor clean and clutter-free all day

## BUSINESS DEVELOPMENT

### *THE HUB LEADERSHIP TEAM COMMON CORE RESPONSIBILITY*

- Understand that you are the key driver of business in your department and that you have the power and ability to make a positive difference in sales and profitability of your department
- Provide a welcoming atmosphere for our guests by greeting everyone as they walk in the door.
- Build relationships with our regular customers
  - Learn names
  - Ask questions about them so as to show we care and to get to know them
- Partner with the General Manager and other members of the Leadership Team to set challenging yet realistic goals for your department(s).
  - Annual Sales/Margin Goals
  - Monthly Sales Goals
  - Specific Product/Service Sales Goals and Objectives
- Work hand in hand with our supplier partners to ensure we are aware of all new products and promotions and so to ensure that our suppliers are acting in our best interest
- Participate in networking, neighborhood, or B2B groups to promote our products, services, and people
- When not working, be a positive ambassador of The Hub Convenience Stores to our friends, the public, and to those who need our products and services

### *FOODSERVICE MANAGER POSITION SPECIFIC RESPONSIBILITY*

- Show keen awareness of advocates body language so that we can better serve their needs (e.g., looking at the menu not sure of what they want)
- Actively promote our products and services. This involves reaching out to advocates and educating them on our food offerings, and not always waiting for someone to approach you to place an order.
- Develop daily specials to provide variety and new options to our advocates. If you have a daily special (non-menu item) that performs extremely well, inform the Director of Retail Operations so it may become a regular offering.

## PEOPLE DEVELOPMENT

### *THE HUB LEADERSHIP TEAM COMMON CORE RESPONSIBILITY*

- Lead in a manner that attracts other great people to the business. This entails the way we look, the way we lead, and the values and integrity we live by.
- Actively be part of the interview process for your department so that every single hire comes through you.
- During the interview process, clearly communicate your expectations for that position to the prospective team member.
- Re-communicate those same expectations during their first day on the job.
- Based on adherence to expectations, always keep a log of your top 10% of performers and your bottom 10% of performers. Spend extra time on the top 10% and put the bottom 10% on a Grow or Go program.
- Conduct a monthly status meeting with each team members to inform them what they are doing well, what they can work on, and to ask what you can do for them.
- Promote an environment of teamwork, fun, and responsibility.
- Elevate the morale and team spirit to high levels.
- Watch your stroke to poke ratio so that you are encouraging your team more than discouraging them.
- Provide on-the-spot feedback to team members so they can constantly refine their performance.
- When necessary, provide dedicated coaching time to team members to solve larger issues.
- Effectively document the discussions of all meetings and keep documentation of any HR forms for warnings or corrective action.
- Develop a succession plan for your department and put your top assistants in a position for a promotion.
- Conduct monthly team meetings to promote unite, expand on education, and to communicate to the entire team in one setting.

## PERSONAL DEVELOPMENT

### *THE HUB LEADERSHIP TEAM COMMON CORE RESPONSIBILITY*

- Own your own personal development. While there will be others in the company to provide you support and education, your inner will and desire will dictate how much you can grow.
- It is critical you hold a positive mental attitude/glass half-full mentality. This is a great example to the team and provides yourself with a greater quality of life.
- Attend periodic company training programs as they pertain to your responsibilities.
- Keep updated on industry trends and topics. e.g., Read trade journals, subscribe to NACS Daily, visit competitor stores, etc.
- Develop personal goals on an annual basis and share them with your General Manager. Devise action plans to achieve these personal goals

## ADMINISTRATIVE ITEMS

### *REPORT TO STRUCTURE*

- Reports directly to the General Manager

### *REPORT TO STRUCTURE*

- Directly oversees and leads Foodservice Team Members. Ideally a leader in any position has 7-10 direct reports. If your team is larger than that, consider dividing monthly status responsibilities and more with your most trusted assistant leaders. Though you may do this, you are still directly responsible for the entire team's development.

### *COMPENSATION STRUCTURE*

- Varies depending on a myriad of factors, including size and volume of store, levels of profitability (sales and margins), expense management, experience and proven results, and ability to build a great team and truly develop others.

### *MINIMUM REQUIREMENTS*

- Demonstrate strong ability to complete multiple tasks simultaneously - Demonstrate strategic and analytical skills - Show a history of strong leadership in customer care - Interpersonal, organization, conflict resolution, and decision making skills - Ability to delegate effectively - Strong cognitive skills and financial analysis - Positive attitude - Ability to handle all products sold by The Hub Convenience Stores - Able to lift 40 pounds - Flexible work schedule - Ability to use basic computer functions

### *DESIRED REQUIREMENTS*

- Ambition to promote beyond your given position