



## Pekoe Sip House: Shift Manager (SHM)

As a shift manager at Pekoe Sip House, you will report directly to the store manager. A Shift Manager is responsible for ensuring that the Pekoe vision and values are understood and embraced by all team members. Additionally, the shift manager drives for results; continuously seeking improvements to enable the store and company to grow.

The shift manager provides leadership to all team members on the floor. A shift manager demonstrates a sound personnel, while maintaining a positive attitude and creating a fun and positive environment for guests and team members.

As a shift manager, you're the manager (i.e the leader) of the café while on shift. It's your responsibility to make sure all Pekoe standards are followed and guests experience great customers service and leave happy.

### **Responsibilities:**

- Atmosphere
- Coordinating team members
- Quality control (service and product)
- Store maintenance and cleanliness
- Cash handling

### **Requirements:**

- 1+ years of experience in a cafe, restaurant, or similar environment.
- 1+ years management experience (Plus)
- Open availability
- A love for tea/coffee, healthy food, the environment and most of all, people.
- Be capable of providing excellent customer service

### **Compensation:**

\$9/h + Tips