



Pekoe Sip House is actively seeking a Store Manager to join our team! Please reply with your cover letter and resume if interested. We look forward to meeting you!

### **Responsibilities:**

- Build and maintain an exceptional level of customer service!
- Drive for results, continuously seeking improvements to enable the store and company to grow
- Demonstrate a calm demeanor during periods of high volume or unusual events, and manage smooth transitions to keep store operating to standard
- Ensure the highest possible drink quality and product freshness; ensure that proper food, equipment and health and safety guidelines are followed.
- Utilize all company systems to measure and coach team on quality standards, hold team accountable for quality.
- Provide leadership to all team members and administer all training and development activities.
- Ensure the Pekoe vision and values are understood and embraced by all team members.
- Manage costs of labor and products to meet goals set by supervisor
- Contribute to the development of fellow team members by offering consistent positive and constructive feedback.
- Demonstrate sound personnel and financial management practices, while maintaining a positive attitude and creating a fun and positive environment for guests and team members.
- Demonstrate ownership of the store by ensuring cleanliness and organization, and leading by example.
- Recognize and respond to performance and equipment issues with direct communication
- Deliver consistent results; drive for financial performance according to budget
- Enter information accurately for sales, payroll and accounts payable in accounting software; create reports
- Count store inventory every Sunday
- Ordering, banking and functioning as main contact for the store

### **Requirements:**

- Minimum one year of retail supervisory experience and/or related professional experience and training in the food and beverage industry
- Professional experience with multi tasking, guest service, problem solving, organizing and team building
- Ability to manager effectively in a fast-paced environment
- Basic computer skills – tech savvy a plus
- Physical ability to work on your feet, go up/down ladder, perform precise movements, carry up to 40 lbs
- Excellent communication skills (written and verbal)
- Ability to distinguish differences in flavors and odors
- Accounting and marketing skills are a plus

### **Wage:**

- Depending on experience
- Expected Work Load: approximately 35 hours/week for hourly or 45 hours/week for salary (floor shifts and administration time combined)
- Potential for bonus and benefits