

Retail/Café Supervisor

Nadège Patisserie is boutique bakery and retailer that combines the art of French pastry with fresh, modern panache.

We are seeking a dynamic, skilled and experienced **Supervisors** to join our talented and growing team! For more information about our organization, please visit our website: <https://www.nadegepatisserie.com/>.

LOCATION(S): Downtown and North York

Responsibilities:

- Assist in ensuring that operational procedures and policies for customer service, table service, cash handling and coffee service are being followed.
- Ensuring the customer comes first; responding to customer needs and creating a positive customer environment.
- Perform opening and closing duties.
- Train and assist in the development of team members (with a focus on delivering exceptional sales, customer service and product knowledge).
- Adhering to all recipe and presentation standards for patisserie food and beverage
- Assist in ensuring that health, safety, and sanitation guidelines are met
- Maintaining a calm exterior during periods of high volume or unusual events and respond to customer inquiries.
- Maintaining a clean and organized store and work space
- Maintaining regular and consistent attendance and punctuality
- Contributing to a positive team environment

Preferred Qualifications and/or Experiences:

- Minimum high school diploma
- Current/Valid Food Handlers Certificate (OR willing to obtain within first month of employment)
- Current/Valid Standard First Aid and CPR C (OR willing to obtain within first month of employment)
- Minimum 2-3 years experience required, preferably in the restaurant, hospitality business and/or retail and previous supervisory experience is required.
- Proficient in Microsoft Office (includes applications such as Word, Excel and Outlook).
- Ability to train and lead teams
- Excellent customer service and communication skills (written/verbal)
- Demonstrate strong organization, attention to detail, ability to multi-task and problem solving/analytical skills
- Be professional in appearance and attitude, contribute to a positive team atmosphere and treat others with respect and consideration while following company policies and procedures
- Able to lift or move up to 25 lbs
- Must be able to stand and walk for extended periods of time, each shift
- Register and cash handling experience preferred
- Must have availability to work days, evenings, and weekends. Ability to work during peak periods

Job Type: Full-Time

Salary: \$16.00/hour