

## **Deli Supervisor/ (kentfield)**

Woodlands Market, Marin's premier upscale grocery, has openings for a Deli Supervisor in our Kentfield and Tiburon stores!

Reporting to the Food Services Manager, the Deli Supervisor will work directly with the Food Services Manager in managing the deli department.

- Assist Food Services Manager in direction of team members, retail sets, and food production for all prepared foods specific to deli.
- Assist Executive to plan, carry out and supervise food dissemination and sanitary maintenance activities.
- Maintain quality assurance, standards and consistency of products including safe handling and proper rotation.
- Utilizing a standardized selection/choice methodology, prepare and deliver customer specified sandwiches and deli items.
- Maintain the esthetic purity of deli case items. For example, smooth over area where product was removed, return meats/cheeses facing toward customer and return product, as close to possible, to original state.
- Remain up-to-date on deli items, in particular, daily produced kitchen items.
- When necessary, receive and act upon deli phone orders.
- While maintaining an effective – positive, amicable, upbeat and “smile first” – customer service orientation, answer all customer questions (to best of ability).
- At all times, observe standard operating procedures of safety and cleanliness including slicing, knife protocol, no eating in front of customers (anywhere behind counter), wearing gloves at all times when handling product, and if you must sneeze, cover, and wash hands afterward,
- Time permitting (customer first), restock deli items as needed from walk-in
- Observe lunch and break schedules as specified by management
- Ensure proper cleaning of deli cases, counters and all deli areas.
- Restock to-go containers, napkins and all deli condiments as needed.
- Although speed is necessary to maintain effective customer service, work should be conducted in a safe, efficient manner with mutual respect for fellow employees.
- Observe all opening and closing procedures including checking with department manager at beginning and end of shift.
- May Assist Food Services Manager with scheduling and schedule writing/management.

### **Required Skills**

- Basic food preparation and kitchen work flow
- Knowledge of weights and measures.
- Personnel management and supervision
- Effective customer service (service orientation etc).
- Able to prioritize work and handle multiple, concurrent tasks.
- Excellent verbal and customer service skills.

Compensation includes a generous benefits package available to FT employees after 90 days, and pay commensurate with experience