



Monica's Waterfront Bakery & Café

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Advice to applicants:

Thank you for your interest in employment with Monica's Waterfront Bakery & Café. We have a strong team spirit at Monica's and we are always looking for good people who want to be a part of our team. We are building a business and looking to the future while enjoying each step of journey, and you will be expected to live up to our high standards on a daily basis, both at work and away from it. We usually prefer to hire long term, and if you are looking for temporary work we ask that you be upfront about that with us, so we can plan ahead appropriately. We sell wine and prefer our applicants to be at least 18 years old.

At Monica's we hire in at the starting level and we promote from within, so you will start at the front counter area and eventually progress to the back of the house *if you want to*. No matter what your position is, the definition of your job is this: "To constantly find ways to Delight our guests, especially in unexpected ways". Please take a look at the job summary that I provided for you to make sure you are comfortable with the essential functions of this job.

The probationary period lasts 60 days, and may be shorter or longer in some instances. During this time you, as a new employee, will have the opportunity to evaluate our Company as a work place, and management has its first opportunity to evaluate you as an employee. During this introductory period, both the employee and the Company have the right to terminate employment without advance notice, and without cause. Upon satisfactory completion of the probationary period, a review will be given. All employees, regardless of classification or length of service, are expected to meet and maintain Company standards for job performance and behavior. You will start at minimum wage and share in daily tips. You will be given a performance evaluation at the end of that period, and reviews will occur annually after that, or on an as-needed basis. Pay raises are not guaranteed and are always based on job performance and goal-oriented success.

Especially during your probationary period we will have you work all different hours and learn as many aspects of this place and the job as possible. Your hours will vary within our business hours and those are subject to change. You will be required to work Saturdays, and the rest of the week will vary. We are flexible and whenever possible we allow our permanent employees leeway in their schedules, based partially on seniority. A few things are set in stone, while others change week to week, (sometimes day to day) and everyone is encouraged to work together so that the schedule is a positive thing for each employee. If an employee is sick or otherwise unable to work, everyone else is expected to pitch in and cover the lost time if possible. We need someone who is willing to be flexible and go with the flow, while also being able to let us know what her or his needs are.

We are generally closed on Sundays, and most major holidays. Those days are always on the calendar well in advance and we try to give our employees as much notice as possible to any changes in our hours. Rare special occasion jobs, inclement weather or major catastrophes are possible exceptions to this general rule.

You will be expected to get a food handler's permit within 2 weeks of hiring, and successfully complete MAST training (alcohol service) within 1 month of hire. These licenses are your own property, and all costs and time associated with procuring them will be up to you. We will require at least a copy of your food handler's permit (if not the original, which you can take with you if/when you leave), and a copy of your alcohol service license.

You will be given a copy of our employee manual, which is always a work in progress. You will be expected to become familiar with our policies and procedures, as well as to give us input if you see things that we could change for the betterment of our company. We have staff meetings that are mandatory and we always try to make it as convenient as possible. We operate a drug-free and smoke-free business. You will be asked to disclose all drug habits to us prior to employment. Smoking is never allowed during your shift, under any circumstances. When you come to work you should be generally scent-free, and this includes perfumes, lotions, tobacco smells, and anything else that management deems inappropriate, offensive, or too strong.

What you must do next: I have also included a copy of our Vision, Mission, Goals and Core Values so you can better understand our point of view. If you have read this letter and the other items I sent, and you feel more strongly than ever that we are as good a fit for you as you are for us, please RSVP to the next stage, which is either an individual or group interview. If you let us know that you are unable to make the date(s) offered, we will keep your resume on file for one year; it will be up to you to refresh your information after that. If you have any questions or comments please feel free to ask or discuss anything at all with us. If you have any questions or comments please feel free to ask or discuss anything at all with us. You can call Monica at the bakery, email, or come in for a visit.

Here's to the future!

Vision, mission, goals and core values

An excerpt from our Business Plan:

Monica's Waterfront Bakery and Café is a casual restaurant that provides high quality comfort food and a relaxed, welcoming atmosphere to all who enter. We are technically classified as a quick-service restaurant, with a walk-up counter for ordering. The atmosphere is equally enjoyable to anyone, whether they are coming in for a cup of coffee or tea, taking a to-go order, or enjoying a sit-down meal. We also offer boxed lunches, 'to-go' catering, full catering, prix fixe dinners, wine receptions, afternoon tea service and other specialty events. Our upstairs room is available for groups to use for full service catered events as well as buffets. We offer wine tastings, wine dinners, high tea, and many other events that are open to the public.

There has been a café at the same location, in some manifestation or other, since 1999. We have owned it since May of 2006 and we are open Monday through Friday, 7 am to 6 pm, and Saturday 8 am to 4 pm. We offer counter service for in-house dining, to go orders, and catering. I fell in love with the style of the café as a customer and in August 2005 I asked the owner of that business, Kathryn, to be my mentor as I searched for a suitable place to open my own café. After a month together and many conversations, Kathryn offered to sell her business to me, and I agreed to consider this. In order to be sure the fit was as good as it seemed to be, I worked there, without pay, for a week in October 2005. It was very comfortable and we both decided to go forward with our plan. Kathryn began phasing me in, and I continued to work there off and on in October, and then 6 days a week from November on. Mark joined me on the weekends starting in December 2005, and then full time on May 1st, 2005. We did not end up purchasing her business, rather we bought just the assets and created our own business. We carry on Kathryn's tradition of homemade, quality food offerings, and have since put our own branding and higher expectations and quality on everything that we do.

Our offerings are a reflection of our values, and we are always moving to become more environmentally conscientious and socially responsible in our business decisions. Our menu has a few staples on it that have carried over from days past and many more items that we have created, improved, or otherwise personalized. Our varied, creative options change daily and are house-made using local and in-season ingredients whenever possible. Our style of service inherently allows for creativity in its ever-changing nature and daily specials. We give back to the community through charitable contributions and volunteer services that involve the café, as well as our selves and our staff, and we host special events for specific charitable organizations.

We give ourselves to the community as a gathering place for meetings, clubs, showers and other celebrations, as well as for local artists to exhibit their works. We tailor special events for families, couples, individuals and groups, such as specialty teas, weddings, showers, themed dinners, etc.

Vision, mission, goals and core values

Our Purpose is to TO INSPIRE OUR COMMUNITY. This creates our vision of a streamlined, well run business, that is a winning formula for a unique dining experience. We show love and creativity in everything that we do.

Our quadruple bottom line includes 4 Ps:

PEOPLE

1. To be the employer of choice for hospitality minded and team-oriented individuals. This includes nurturing a strong team commitment and getting to the best wages for the best people; benefits and perks including paid leave, assistance with retirement planning, bonuses, education opportunities, and growth potential, and more.
2. To provide a wonderfully comfortable place to be, nurturing the minds, bodies and spirits of all who enter the café.
3. We will foster a warm community spirit with a reputation of reliability.
4. We will provide a safe, friendly environment for our employee family and the community to gather in, as well as for local artists, teachers and other creative spirits to offer and display their works.
5. We know we must remain flexible and attentive so that we can personalize our service whenever possible; we want our guests and employees to feel good when they come in.
6. We focus our charitable giving so that it has a direct impact our local community.

PLANET

We will feed our community excellent quality, homemade foods, that are locally sourced and/or organically, whenever possible.

We respect our environment and use sustainable practices whenever we can. We seek information on new ways to do this, though it includes reducing our carbon footprint through recycling; using post-consumer recycled products; environmentally friendly products; composting and reducing waste whenever we can; carbon offset program (CarbonFund); utilizing local/regional/geographically close suppliers;

PROFIT

We must increase profits in order to be all we strive to be

We want to have a business that we can pass on to our team family when we have a strong enough team to take charge of it.

PURPOSE

Our mission is “to nourish our community through engaged relationships, one customer at a time”. We do this by creating our vision, living by our core values, and achieving our goals, all through excellence in hospitality extended to every person we come into contact with, in the cafe and in the world.

Every team member is expected to serve that mission with every decision, action and reaction. If you are asked a question, have a task to perform, or have a decision to make ask yourself if your answer/action/decision serves our mission. If the answer is yes, proceed with confidence! If you are unsure ask for help, If the answer is no, find a different way to achieve your quest.

Our **Core Values** help guide us in a life rich in experience, creative spirit, laughter and all the things that we value most::

1. **Service:** We focus on the needs of customers, co-workers and community. We contribute to the well-being of the greater community through involvement. We exhibit humility and compassion for the needs, interests, and thoughts of others; we consistently deliver experiences and solutions that exceed expectations.
2. **Respect:** We recognize that all our roles are important to the success of our organization; we consider how our actions affect others and appreciate the diversity that each person brings. This value shows a desire to learn about the values, beliefs and foundations that others stand on turns all fears into useful learning tools. When we strive to see and honor the true spirit in each person we come into contact with, our own spirits cannot help but grow, and we live fully expressed lives.
3. **Integrity:** We are always direct, open and honest. Our communications are transparent and effective; we are accountable for our actions and decisions. We earn the trust of each other and give credit where credit is due. When we live as an example of our own values it is reflected back to us in the people that are attracted to our lives and business.
4. **Passion:** We have a strong sense of passion for what we do, our workplace and our brand. We are great at what we do; we overcome challenges and are resilient; we continuously improve and maintain our facilities and services. We create positive experiences for others and we enjoy what we do.
5. **Dedication:** We are committed to making our organization the best in the field for the community and for our staff team. We go above and beyond what is expected and maintain a positive attitude. We are fearless in pursuit of excellence, proactive and innovative. We are accountable and love to deliver results.

We strive towards six main **goals** in this business. Accomplishing and maintaining these goals helps enliven the café and enhance the wholesome spirit we want to project. These goals are long term, ongoing and ever evolving as we grow and learn in the business:

1. To embody the meaning of hospitality through a strong, reliable staff.
2. To maintain a positive work/life balance so that the business rounds us out and reflects our values.
3. To offer our community wholesome foods that are satisfying, great tasting, and worth every penny.
4. To have our employees and customers feel appreciated, supported and satisfied, every time they come in.
5. To support local business and the farming community through buying locally, keeping it simple and in season.
6. To remain connected to our community with our charitable giving and involvement.
7. To have this business comfortably support our employee family in all ways possible.

It is always ok and even encouraged to share our philosophies with our customer family and to ask them to give us feedback about how we are doing, and ideas they may have to help us continue improving. Every 'complaint' is an opportunity to learn and a chance to build a stronger relationship with that customer. This is always worth our time.

POSITION SUMMARY: Our ideal team member continuously finds ways to delight our guests in unexpected ways and lives up to our mission: To nourish our community through engaged relationships, one customer at a time.

ESSENTIAL FUNCTIONS OF EACH MEMBER OF OUR TEAM:

- Creates a positive first and last impression for each guest
- Immediately greets arriving guests immediately and thanks departing guests.
- Observes guests, anticipates needs and responds to additional requests.
- Presents menus, answers questions, makes suggestions regarding food and beverages
- Prepares hot and cold food items following standardized recipes and proper portioning
- Takes reservations for tables and special functions.
- Inspects the restaurant exterior and interior and cleans them as necessary.
- Is familiar with the ever-changing menu, and the wine list
- Can confidently answer questions about our menu and practices around dietary concerns, food safety, and allergy issues.
- Keeps the counters and cases organized, properly signed, neat and tidy.
- Initiates appropriate conversation with each guest to effectively and efficiently take orders.
- Accurately utilizes POS, handles money and correctly counts back change every time.
- Serves food and beverages to guests
- Clears tables and keeps the dining room neat and tidy.
- Relays orders to team members as needed.
- Responds to guests' requests in a positive manner.
- Food orders are delivered within 1 minute of completion.
- Hot food is consistently served hot and cold food is consistently served cold.
- Tables are cleared and reset within three minutes after the guest leaves the dining room.
- Health department scores exceed 90 with no major violations in the service department.
- Punctuality and Attendance is 99-100%
- Stories of legendary guest service abound.
- Contributions are recognized by co-workers on peer appraisals.
- Service areas are always neat and clean.
- Knowledgeable on menu items, drinks and wines.
- Guests make unsolicited comments on the cleanliness of the restaurant and restrooms.
- Guests make unsolicited comments on how great you are.
- Takes advantage of extra training, catering and other special job opportunities we offer.
- Cleans and resets tables.
- Cleans the service areas as necessary.
- Inspects restrooms every 30 minutes and cleans/stocks as necessary.
- Recognizes and reports all necessary maintenance promptly.
- Recognizes and reports anything we are running out of promptly.
- Learns the skills required to advance to the position of Service Manager.
- Fills in where and when needed to ensure efficient operations.
- Suggests improvements to the operating format.
- Does dishes and food prep as necessary and whenever time allows.
- Maintains current licensing and abides by all laws, rules and regulations.
- Able to listen and follow instructions, as well as ask questions appropriately.
- Walks and stands during the entire shift, including up and down the stairs.
- Good reading and writing skills required.
- Reaches, bends, stoops, and wipes.
- Carries items possibly weighing up to 30 pounds several times a day.
- Interacts positively with patrons.
- Hazards may include, but are not limited to, cuts, burns, slipping and tripping.