

## Deli/Bakery Department Manager Outline

### A. Food Safety

1. Demonstrates understanding of time/temperature guidelines for holding and cooling food
2. Demonstrates understanding of FAT TOM as it relates to food safety risks
3. Demonstrates understanding of cross-contact and cross-contamination- risks and ways to mitigate and avoid
4. Demonstrates understanding of personal hygiene
5. Knowledge of cleaning and sanitation procedures for the whole department including but not limited to
  - a. Cleaning and sanitizing food contact surfaces, 3 compartment sinks
  - b. Cleaning v sanitizing, when appropriate
6. Working knowledge of code dating, labeling and storage procedures
7. Demonstrates understanding of product rotation strategies
8. Knowledge of calibrating analogue and digital thermometers
9. Knowledge of food allergens

### B. Inventory

1. Demonstrates understanding of shrink- known and unknown, as well as how to calculate
2. Demonstrates understanding of how to write an effective order
3. Demonstrates knowledge of profitability- how to calculate margin and mark-up
4. Ability to read a P&L
5. Demonstrates understanding of department contribution
6. Demonstrates understanding of gross margin
7. Demonstrates understanding of setting pars and exceptions for holidays
8. Demonstrates understanding of promotions, and pricing for advertising
9. Understanding of controllable costs
10. Can read and understand an invoice
11. Basic knowledge of receiving, handling damaged product

### C. Staffing

1. Ability to write a schedule within allotted labor budget
2. Knowledge of increasing employee motivation through training and clear expectations
3. Demonstrates knowledge on how to give effective feedback and positive reinforcement
4. Ability to model and acknowledge appropriate behavior
5. Demonstrates understanding of basic customer service principles and effective ways to communicate to the staff
  - a. Greeting customers
  - b. Assessing customers needs and offering suggestions
  - c. Ability to understand when to apologize, listen and strategize to fix problems

### D. Operations

1. Knowledge of handling customer accidents and complaints
2. Understanding nutritional panels
3. Understanding department walks
4. Knowledge of opening and closing a department

### E. Merchandising

1. Can read and interpret schematics (and/ or planograms)
2. Understanding basic information for proper signage for sale
3. Understanding the importance of product placement
4. Knowledge of basic merchandising techniques and product presentation