

Qahwa Café Manager

The Qahwa Café Manager is a full-time role reporting to the Qahwa Director. The Café Manager will be responsible for the day-to-day management of the ADAMS Qahwa Cafe located in the ADAMS Sterling branch. The person in this role will build, train, and develop a talented team that delivers outstanding results, encourages excellence, and fosters a best-in-class experience in cafe craft and customer service towards our ADAMS congregants. This person would need to possess a high sense of responsibility, quality, ethics, and integrity. Along with making Qahwa the prime destination for beverages and pastries, the Cafe Manager works to make the cafe a “third-space” destination for the community’s Muslim youth. In addition to working with the Facilities and Operations team, the Café Manager will also collaborate with the Qahwa Business Operations Committee to make strategic business decisions and the Qahwa Programs Manager to support events that are relevant to the youth and create unique onsite experiences. The successful candidate will demonstrate outstanding customer service, management, and leadership skills.

Job Responsibilities

- Manage the day-to-day operations of the Qahwa Café
- Create a culture that promotes self-accountability, excellence in execution of mundane tasks, and a vibrant collaborative energy aligned with the youth-centric ethos of the space
- Analyze and determine optimal staffing levels, interview candidates, onboard and train employees/volunteers
- Communicate regularly with team, provide positive and constructive feedback, and lead monthly “family meetings”
- Serve as a role model/mentor for employees and volunteers
- Train all employees on the use of equipment, products, recipes, and proper cleaning protocols
- Develop and manage menu, pricing and oversee the continued quality of products and services
- Develop and manage work schedules for employees
- Stay informed of the broader ADAMS programs and activities and prepare the cafe operations accordingly (prayer times, Jummah, open houses, school pick-up drop-offs, etc.)
- Ensure cleanliness and presentation of the Café at all times
- Monitor and manage inventory
- Manage deliveries and receipt of goods
- Develop sources and suppliers for quality and consistent products
- Manage and maintain accurate records
- Analyze sales and labor costs, determine trends and performance of items on the menu, and report back to the Qahwa Business Operations Committee
- Plan weekly/monthly specials
- Collaborate with youth department to develop, promote, and host special events on-site
- Work in the absence of employees
- Adhere to all state and federal labor and health laws

- Establish and maintain effective relationships with worshippers, faculty & staff, and other stakeholders important to the youth department and the ADAMS Center management
- Perform other duties as needed or assigned

Qualifications

- 3-6+ years of management experience in the hospitality/coffee industry
- Completion of ServSafe course
- Sound knowledge of food health, safety regulations, and required licensing
- Outstanding customer service, management, and leadership skills
- Availability to work a flexible schedule
- Ability to manage and motivate work-study employees
- Ability to maintain a high level of ethics, professionalism, and confidentiality
- Strong interpersonal skills
- Strong organizational and time-management skills
- Experience with POS touch screen, Microsoft Office, Google Suite, and other computer skills

Submission

- Please submit a resume, cover letter and references to hr@adamscenter.org