ABOUT LA COCINA | La Cocina (“The Kitchen”) is an award-winning San Francisco-based nonprofit with a shared use commercial kitchen and business incubator. The mission of La Cocina is to cultivate low-income food entrepreneurs as they formalize and grow their businesses. We provide (1) a fully approved and equipped commercial kitchen they can use for the development and ongoing preparation of their business; (2) professional food industry technical assistance designed to improve their business operations, market penetration, profit, economic scale and sustainability; (3) access to new markets and (4) access to capital. You can learn more about the organization at www.lacocinasf.org.

MUNICIPAL MARKETPLACE | La Cocina Municipal Marketplace, a project of La Cocina and the country’s first women-led food hall, is located in the heart of San Francisco’s Tenderloin neighborhood, The La Cocina Municipal Marketplace is a 7,000 sq.-ft food hall located at 101 Hyde Street in the Tenderloin. The Municipal Marketplace is home to seven fast-casual restaurants operated by La Cocina incubator businesses, La Paloma Bar, and Fluid Coffee Co-op. In addition to providing economic opportunity for La Cocina participants, it provides jobs, affordable and delicious food, community programming, and a welcoming space for Tenderloin residents. The engine of the Marketplace will be a commissary kitchen for seven vendors with extra capacity to be offered to other La Cocina participants and budding entrepreneurs from the Tenderloin neighborhood. You can learn more about the organization at www.lacocinamarketplace.com.

VISION + VALUES | La Cocina was born out of a belief that a community of talented natural entrepreneurs, given the right resources, can create self-sufficient businesses that benefit themselves, their families, their community, and the whole city. The food that has come out of our kitchen since 2005 reflects that aspiration and, quite simply, tastes amazing. Our vision is that entrepreneurs gain financial security by doing what they love to do, creating an innovative, vibrant and inclusive economic landscape.

At La Cocina, innovation is a structured approach to identifying and solving a problem with a solution that is significantly better than the status quo. Everyone has an opportunity to innovate, especially the people closest to the issue. Innovation happens at all levels and all areas of the organization through problem identification, working with the people who can help you solve the problem, brainstorming, trying out possible solutions and learning from those experiments, and putting the best solution into practice.

Everything we do is done with hospitality, for our community, and in the service of opportunity and inclusivity. Distributed and collaborative leadership are also foundational values. In practice, this can look like joining a committee or task force, covering for your team members when they are out, and completing work which may not be in your job description but for which the area or type of work aligns to your skills and expertise.

Equal Employment Opportunity
La Cocina is an Equal Opportunity Employer, committed to hiring a diverse workforce. All openings will be filled based on qualifications without regard to race, color, sex, sexual orientation, gender identity, national origin, marital status, veteran status, disability, age, religion or any other classification protected by law.

Pursuant to the San Francisco Fair Chance Ordinance, we will consider for employment qualified applicants with arrest and conviction records.
Municipal Marketplace La Paloma Bartender
Job Description

<table>
<thead>
<tr>
<th>Location</th>
<th>Municipal Marketplace at 101 Hyde Street, SF, CA 94102</th>
</tr>
</thead>
<tbody>
<tr>
<td>Type</td>
<td>Part-time to Full-time, Non-exempt</td>
</tr>
<tr>
<td>Rate of Pay</td>
<td>$22-$24 per hour; pooled tips, family meal</td>
</tr>
<tr>
<td>Holiday Policy</td>
<td>Food Service</td>
</tr>
<tr>
<td>Team</td>
<td>Enterprise</td>
</tr>
<tr>
<td>Reports to</td>
<td>Bar Manager</td>
</tr>
<tr>
<td>Direct Reports</td>
<td>N/A</td>
</tr>
</tbody>
</table>

**JOB SUMMARY** | The Bartender has a background in FOH service taking and serving bar orders, and is responsible for delivering a welcoming and efficient service experience at the sales register and La Paloma Bar. This position assists the Bar Manager in performing all essential bar duties and guest-facing service, being present on the floor proactively greeting guests and ensuring an enjoyable bar and dining experience for diners and take out guests alike. The Bartender takes pride in upkeeping the bar and seating areas in a presentable and clean manner, maintains a safe and enjoyable bar environment, and ensures bar and delivery orders are fulfilled accurately and timely. This position offers a high level of hospitality and is a knowledgeable ambassador of the La Cocina Bar program, upsells by promoting the Marketplace vendors and their menus and bar pairings. This position is available on occasional nights and weekends for catering and community programming. The Bartender is a team player, communicates in a friendly manner with staff, vendors and guests, reflects the brand values to the customer base and community, and upholds La Cocina’s community guidelines and consumption policies.

**GENERAL DUTIES**

**Centering La Cocina Entrepreneurs**
- Provide service support as needed

**La Paloma Bar**
- Uphold the identity of the La Paloma bar brand stays mission-aligned
- Assist Bar Manager with executing and promoting new and seasonal bar menu items
- Assist Bar Manager training on call bar staff and supporting with bar education
- Follow standardized beverage recipes
- Possesses and maintain menu knowledge, Paloma offerings and loyalty program
- Deliver a high level of customer service
- Provide background knowledge of product offerings, La Cocina’s mission and Marketplace kiosks
- Adhere to La Cocina Marketplace alcohol and dry bar and F&B policies, certifications and liquor license requirements
- Perform a weekly cleaning checklist and bar SOPs for opening, closing and other service duties
- Assist with end of month inventory management
- Assist with both prep work and in service for the bar as delegated by Bar Manager
- Maintain all bar storage areas clean and organized and secured at all times
- Complete other relevant and essential bar duties as instructed by the Bar and Marketplace Managers
- Identify intoxicated guests and adhere to service policies to ensure a safe environment

**Service**
- Takes orders and tend the bar
- Serve La Paloma beverages to guests
- Performs sales and service functions for all marketplace offerings
- Arrange customer orders at the counter for both take-out and group ordering
- Use Point of Sale, accurately closing out tabs, collecting payments, presenting change to guests, processing payments including all credit card and cash payments, creating customer tabs, etc.
- Ensure a balance of the register at the end of each shift by following closing procedures
- Assist with cleaning bar area and the tables in the dining room and outdoor seating, consistently checking throughout service
● Deep cleans bar area and counters and washes and restocks glassware and bar tools
● Work occasional onsite and offsite catering & events
● Collaborate as a team player with the marketplace team of bussers, bartenders, janitorial and security team to ensure that the food hall operates with a high level of fun, service, cleanliness and safety
● Communicate with team and guests in an open, clear and respectful manner

Hospitality and Sales
● Offer all guests a friendly, welcoming and enjoyable experience
● Approach and greet guests as they walk in with a smile
● Proactively offer guidance and recommendations to guests regarding food hall vendors, the menus, La Cocina’s retail and La Paloma bar offerings
● Build rapport with guests and provide a catered experience to repeat guests
● Anticipate needs and provide recommendations
● Introduce guests to La Cocina’s program and mission
● Keep an eye on the entrances and be ready to open the door for guests who need physical support
● Take customer orders at the counter and tableside for both indoor dining, outdoor parklet and for to go orders
● Lead with hospitality and appeal to impatient or irritated guests, especially during rush hours
● Direct inquiries to the appropriate team member

General
● Foster an environment that reflect La Cocina’s values in service and amongst team members
● Ensure service and safety protocols and cross team workflows are adhered
● Participate in weekly check ins, service line ups and communicate with team members on marketplace activities and updates

Technology and Data
● Google Suite: use Gmail, Calendar, Drive, Docs, Sheets, Forms
● Toast: track employees time, track La Cocina and vendor sales, upload and update menus, assist with online ordering, create and review reports
● BBot: upload and update menus, consolidate online ordering, manage vendors, create and review reports
● TripleSeat: upload and update menus and pricing, send invoices, manage the events calendar, create and review reports
● Eventbrite: create events, track attendance and ticketing, market events
● Foodcorridor: manage kitchen reservations, manage landlord documents, create and review reports
● Slack: Internal La Cocina communication
● Zoom: Virtual meetings

MINIMUM SKILLS AND QUALIFICATIONS
● High school diploma coupled working knowledge and experience in a similar hospitality and food service role
● 3+ experience in food and beverage and front of house service in bars or restaurants
● Solid knowledge of spirits, beer and wine
● Enthusiastic, friendly and energetic with a genuine desire to provide outstanding customer service
● Willingness to work a flexible schedule to meet the needs of the business
● Cash handling and or cashing experience
● Excellent mathematical, multitasking, and computer skills
● Proficiency in using computers, calculator, and other machines required for transactions
● Ability to fulfill duties effectively and in multitask in a fast-paced environment
● Ability to work with flexibility in a continuous schedule of day, nights, holidays, and weekends
● Punctuality, reliability and excellent time management skills
● Ability to meet physical demands which may include lifting and moving objects weighing up to 50 pounds and sitting or standing for long periods of time
● Responsible Beverage Service Certifications required
● Culturally competent and confident working in low-income and diverse communities.
● Willingness to participate in Company trainings such as Deescalation, Harassment Prevention training and other professional development and related-capacitation
● Good people and conflict resolution skills. The job requires constant interaction with community members
● Highly organized with excellent time and people management skills.
● Team-player
● Patience, flexibility and a good sense of humor
● Ability to speak passionately and articulately about our mission

OPTIMUM SKILL SET
● Toast - Point of Sales (POS) usage experience preferred
● Multi-lingual, preferred
● Desire to be collaborating in a multicultural and diverse community and surrounding Tenderloin Neighborhood
● Can-do attitude
● Strong upselling experience

TIME OFF RESTRICTIONS
● Avoid taking substantial time off during:
  ● Annual January kitchen maintenance
  ● Holiday season: November – December
  ● Scheduled community programming, events and catering at the marketplace
  ● End-of-month inventory management and bar reconciliation (31st – 5th of each month)

PHYSICAL DEMANDS
This position involves constant moving, talking, hearing, reaching, grabbing, and standing for at least 6 consecutive hours. May occasionally involve stooping, kneeling, crouching, and climbing ladders. Must be able to lift and move objects weighing up to 50 pounds. Specific vision abilities required include close vision, distance vision, color vision, peripheral vision, and the ability to adjust focus. The noise level in the work environment is usually loud. Depending on location and time of year, extreme high and low temperatures within the building will be experienced. Personal protective equipment may be required to be worn for specific duties.