

## Service Manager

### About honeygrow

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honeygrow is a thriving Philadelphia-based fast-casual restaurant with a growing number of locations in the mid-Atlantic and northeast regions. Founded on the principles of bringing people together over quality, wholesome, and simple foods, honeygrow remains committed to its roots. Yet it's our key ingredient – our team – that truly propels and differentiates us in becoming a sustaining, great brand. We believe that our team members are the heart and soul of honeygrow, driving our success and embodying our core values of grit, pride, compassion, and focus. At honeygrow, creating and building a distinctive brand is in our DNA. As a company on the cusp of substantial growth, we are looking for like-minded individuals who share our passion and values to join us in shaping the future of honeygrow. We invite you to be a part of our story and contribute to our journey as we continue to redefine the fast-casual dining experience.

honeygrow's success depends on our people. Our restaurants can only prosper and provide opportunities for employment and growth when we continually improve ourselves, and the work we do. We believe that a commitment to uncompromising values and integrity should always support our decisions and actions as we pursue our goals. The following Core Values will guide our team as we move forward:

- Work hard at work worth doing
- Your work directly betters people's lives and happiness
- Enlighten each other to enlighten our guests
- Always be learning, always be improving
- Be mindful of your surroundings
- Exceed expectations

### Benefits

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- **Paid Time Off:** Enjoy earned paid time off and one week of sick time granted annually.
- **Holiday Closures:** Closed on Thanksgiving, Christmas, New Year's Day, Memorial Day, Fourth of July, and Labor Day.
- **Financial Wellness:** 401(k) with company match and free financial wellness counseling.
- **Insurance:** Medical, Dental, Vision, FSA, Commuter Benefits, and Pet Insurance for qualifying employees.
- **Rewards:** Achieve your work goals and get gift cards to popular retailers.

- **Wellness, Perks, & Discounts:** Health resources and exclusive savings on entertainment, shopping, and hotels.
- **Meal Benefits:** Free shift meals and discounts on meals and drinks on your days off.
- **Competitive Pay:** Earn competitive wages plus tips, with instant access to your earnings via DailyPay.
- **Performance Reviews:** Annual performance reviews with merit increases for qualifying employees.
- **Referral Bonus:** Earn up to \$500 for referring a friend.
- **Anniversary Gifts:** Celebrate your work anniversaries with special gifts.
- **Career Growth:** Opportunities for advancement and training in culinary and hospitality.

## Roles and Responsibilities

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- Lead honeygrow restaurant operations through understanding and enforcing all policies, procedures, standards, training programs, and cultural points.
- Strive to be a honeygrow top performer, someone who has the desire and ability to perform excellent work, and whose constant effort elevates them, their team and honeygrow.
- Support the General Manager in teaching the team how to be top performers empowered to achieve hg Standards.
- Demonstrate integrity, honesty, knowledge, and the ability to exceed expectations of guests and team members alike while promoting the culture, values, and mission of honeygrow.
- Fully comprehend and be able to perform every station in the restaurant and be trained on all functions through the Service Manager level.
- Oversee cash management, nightly report packaging, and all other administrative work relative to daily operations.
- Actively train, coach, and develop all employees with patience and diligence.
- Ensure that we deliver a fantastic guest experience executing our hg Engine efficiently with every guest on every shift. Our hg Engine is comprised of speed, accuracy, cleanliness, superior product, and hospitality.
- Ensure that we follow all the food safety guidelines and procedures.
- Effectively supervise scheduled shifts.
- Uphold the restaurant to hg facilities standards and lead the restaurant's preventative maintenance plan.

- Complete facilities and food safety processes, including but not limited to completion of opening/closing checklists, line checks, and daily/weekly cleaning checklists.

## Requirements

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- Must be at least 18 years of age.
- Must be able to meet the scheduling needs of the restaurant.
- Strong food prep experience.
- ServSafe Certification preferred.
- Previous training experience preferred.
- Minimum one year of restaurant experience.

## Physical Requirements

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- Must be able to stand and walk for extended periods.
- Must be able to lift and carry up to 50 pounds.
- Must possess close vision, distance vision, and peripheral vision.
- Must be able to frequently bend, stoop, and reach.
- Must have dexterity to handle kitchen equipment.
- Must be comfortable working near open flames.
- Must be able to work in a fast-paced environment with hot and cold areas.
- Must be able to work in tight spaces.
- Must be able to work and communicate effectively in an environment with high noise-levels.

honeygrow is an equal opportunity employer. All qualified applicants will receive consideration for employment without regard to race, color, national origin, religion, sex, pregnancy, marital status, sexual orientation, gender identity, age, physical or mental disability, or covered veteran status., or any other class protected by applicable law. EEO Employer M/F/Vet/Disabled.

If you require reasonable accommodation during any part of the employee selection process or employment process, please direct all inquiries to [hr@honeygrow.com](mailto:hr@honeygrow.com).

honeygrow does not accept unsolicited resumes from third-party recruiters or employment agencies and is not responsible for fees from recruiters or other agencies except under specific written agreement with honeygrow. Any unsolicited resumes sent to honeygrow are deemed to be the property of honeygrow, and honeygrow reserves the right to hire those candidate(s) without any financial obligation to the recruiter or agency.