

Shop Manager

Location: Main Branch - UG Floor, 21 Elgin St., Central, Hong Kong

Type: Full-Time

Nuts Donut Shop is looking for Shop Manager to join our team!

We are an independently owned and operated artisan donut shop simply trying to bring joy & happiness to Hong Kong through our donuts. We provide the **BEST** true donuts in Hong Kong and view ourselves as the **FIRST** true donuts shop in the city. Call us old-fashioned but, at Nuts Donut Shop we take the time to hand roll the dough and cut out every donut individually. Be sure that no two donuts will look alike. We take pride in creating our own recipes from scratch. So you won't find donut mixes here and you can be sure that they are made with only fresh quality ingredients.

Shop Manager position responsibilities include (but not limited to):

- Exceptional professionalism & hospitality is a must
- Ability to lead a small team and reinforce staff in exceptional customers service, cleanliness & organisation according to Nuts Donut Shop standards
- Manage staff, organise staff shifts, guiding staff in policies, procedures & systems, leading day to day activities
- Motivate staff to ensure all tasks are completed and meet the standards of Nuts Donut Shop
- Organise & pack orders accurately and neatly (in store, online & delivery)
- High Proficiency & knowledgeability of all Nuts Donut Shop products & retails items
- Uphold the quality of all products to Nuts Donut Shop standards
- Ensure hygiene standards of all working areas and equipment
- Efficient in organising stock and complete stock checks
- Maintain inventory levels according to sales & production requirements
- Prepare the shop for business each morning / Close the shop each night after business
- Follow other Nuts Donut Shop procedures assigned by the Management

What we are looking for:

- Passionate and willing to learn and lead
- Trustworthy & responsible
- Diligent and independent minded with a team player track record
- Multitasking capabilities is a must
- Communicate effectively and is a critical thinker
- Works well under pressure
- Exceptional attendance, punctuality & reliability
- Represents the company professionally while on and off their shift

Qualifications

- Donut lover
- English required, Cantonese or Mandarin preferred
- Ability to lift 25kg of inventory (ex. bag of flour) and stand for extended periods of time
- Preferred, but not required: 3+ years sales experience
- Must have legal residency/working permit in Hong Kong

Our Offerings

- Diverse / inclusive family & employee oriented environment
- Future expansion opportunities with the company
- Training & development opportunities
- MPF, Tips, Paid annual leave & discretionary bonus

Pay: Full-time \$16,000 - \$23,000 per month (13 months)

~ All employees must be fully vaccinated for COVID-19 & wear face masks at work. ~