



Job Description

Job Title: General Manager

Location: Pâtisserie

City: Saginaw, MI

Job Type: Full-Time Exempt

Reports To: Vice President, State Street Grill

Starting Salary: Commensurate with Experience/Competitive Benefit Package/Bonus Potential/Managing Partner Potential

Saginaw's Pâtisserie, a business of HORIZONS Conference Center, is a European-inspired bakery specializing in fabulous pastries, handcrafted desserts and an ever-changing menu of gorgeous gourmet delights that make every day a special occasion.

We are seeking an **experienced, entrepreneurial-minded general manager** to oversee operations and drive the growth and success of a beloved local bakery with a highly respected reputation for top-notch pastries, tortes and extraordinary confections. The successful candidate will have a background working in a fine bakery as a pastry chef or head baker, preferably with a minimum of 5 years of supervisory and marketing experience. The *Art of Hospitality* – going above and beyond for our guests in every interaction – is at the core of the Pâtisserie experience. The general manager is a forward-thinking professional who must have a passion for baking and customer service and a demonstrated flair for the craft. Exceptional interpersonal skills, with the ability to engage, empower and motivate a team, are highly valued.

To perform the job successfully, an individual must be able to execute each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Required Qualifications

- Advanced training in culinary arts or baking and pastry arts is advantageous
- High school diploma or GED; post-secondary education is a plus
- ServSafe Manager certificate (or required to obtain within 30 days of employment)
- 5 years of experience managing teams, business operations and the guest experience in a bakery or similar food service establishment
- Demonstrated success in hiring and developing teams, creating a superior service environment and achieving financial objectives
- Extensive experience delegating, communicating clear expectations, directing others' work and managing performance



- Strong organization and resourcefulness; able to balance multiple priorities; demonstrates strong follow-up skills
- Demonstrated ability to interpret and analyze business and financial data, identify areas of strength and improvement opportunity, and determine appropriate action plans to address issues
- Proficiency in Microsoft Word, Excel and Outlook; comfortable learning new systems and software

Essential Duties & Responsibilities

- Overseeing bakery staff, both front of house and back of house, scheduling, hiring, training and motivating our team
- Opening and closing, including overseeing cash-drawer balancing and bank deposits
- Ensuring all product, service, bakery environment and visual merchandising standards are consistently upheld and improved
- Managing the financial success of the operation
- Creating and communicating team schedule and production plan, weekly sales productivity goals, and adjusting bakery coverage based on business trends
- Setting inventory par levels based on production demand and sales forecast
- Monitoring stock levels, processing weekly supply orders and conducting monthly inventory
- Ensuring fulfillment of special orders for individual guests and corporate accounts as well as large, complex orders and deliveries
- Developing and implementing advertising and marketing strategies to attract new customers
- Performing administrative functions for sales, labor and product inventory reporting

Production Responsibilities

- Maintain hands-on knowledge of all bakery roles; step in to perform various responsibilities as business needs dictate
- Prepare/oversee preparation of a wide variety of pastries and baked goods such as cakes, cookies, pies, bread etc. following traditional and modern recipes
- Embellish/oversee decoration of pastries with a variety of glazes, icings, toppings, etc. to create enticing, tasteful presentations
- Create new and exciting desserts to keep menus fresh, interesting and exciting to surprise and delight our customers
- Guide and motivate pastry team, cake decorators and bakers to push the creative envelope and maintain the highest quality standards, while working efficiently
- Ensure established standards on quality, uniformity and aesthetic appeal are met

This is a full-time, salaried position with high earning potential. Must have the flexibility to work various shifts, including early mornings, evenings, weekends and holidays, based on changing business demands.



Other Duties

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.

AAP/EEO Statement

HORIZONS Conference Center provides equal employment opportunities (EEO) to all employees and applicants for employment without regard to race, color, religion, sex, national origin, age, disability or genetics. In addition to federal law requirements, HORIZONS Conference Center complies with applicable state and local laws governing nondiscrimination in employment in every location in which the company has facilities. This policy applies to all terms and conditions of employment, including recruiting, hiring, placement, promotion, termination, layoff, recall, transfer, leaves of absence, compensation and training.

HORIZONS Conference Center expressly prohibits any form of workplace harassment based on race, color, religion, gender, sexual orientation, gender identity or expression, national origin, age, genetic information, disability, or veteran status. Improper interference with the ability of HORIZONS Conference Center's employees to perform their job duties may result in discipline up to and including discharge.

How to Apply

A cover letter and resume are required. The cover letter should:

- (1) Specifically outline the reasons for your interest in the position.
- (2) Outline your experience that directly relates to this position.

Cover letters and resumes can be submitted via the application used to view this job or sent directly to jblock@horizonscenter.com.