

JOB POSITION: HEAD BAKER

Department: Production Bread

Location: Munich

Starting data: October 2015

Job Purpose

Responsible for the production of bread and bread products in Eataly's 24-hour baking facility. The Head Baker will bake breads in accordance with Eataly's standard, unique recipes and will maintain Eataly's naturally leavened products. He or she will ensure that the products produced in the bakery meet our quality standards while maintaining a clean and sanitary food area, and will keep inventory and order ingredients and supplies as needed in order to maintain an organized, efficient workplace. Will be responsible for training, developing and managing both the bakery production staff and the bakery sales staff. Will schedule both front sales and back production staffs in order to best benefit the business and will submit payroll for all bakery employees.

As an ambassador of Eataly products and services, the Head Baker is responsible for helping to create and maintain quality experiences for each guest that comes to Eataly. Eataly ambassadors are expected to actively engage with guests and spend quality time with each customer.

Job Functions

This position will require the following tasks:

- Responsible for all production of bread and bread products in Eataly's 24-hour baking facility including, but not limited to: breads, rolls, focaccia, seasonal items and pastries.
- Prepares all items to be sold in the bakery and to be served in all restaurants.
- Maintains and nurtures natural yeast and naturally leavened products.
- Bakes product in accordance with Eataly's unique recipes, and ensures the products produced in the bakery meet Eataly's quality standards.
- Orders ingredients and supplies for the bakery and its related areas.
- Manages both the bakery production staff and bakery sales staff.
- Schedules and submits payroll for all employees, while managing vacation requests and all related employee tasks.
- Reviews financial information such as sales and costs, and monitors budget to ensure efficient operation and that expenditure stay within budget limitations. Takes action to correct any deviations from the budget. May use computer for review and analysis of information.
- Provides support as needed to all Eataly departments.
- Documents, investigates and resolves all employee and guest incidents including guest complaints and directs escalated issues to the appropriate outlet.
- Adhere to all company guidelines, policies and standard practices.

Skills / Requirements

- A minimum of 3 years' experience in bread and related production is required.
- A minimum of 3 years' experience managing and leading a sales and production team is required.
- Must have familiarity with a wood-burning oven and naturally leavened products and must know how to maintain those products.
- Must be able to communicate effectively with sales and production staffs, coworkers and guests.
- Must be able to stand and exert well-paced mobility for periods of up to eight hours in length.
- Excellent leadership and customer service skills.

- Knowledge of Italian baking techniques and recipes is a strong plus.
- Speak: German (mother tongue-fluent), English (business fluent). Italian language a strong plus.
- Knowledge of Italian language, culture, food history and Slow Food principles a plus.