



**MODOC'S
MARKET**
& ESPRESSO BAR

WABASH COUNTY Fellowship Program



Company: Modoc's Market

Job title: Operations & Marketing Intern

Pay: Based on Experience

Position Summary:

As an **Operations & Marketing Intern**, at Modoc's Market you will be a key member of their team and assist in a variety of ways. Modoc's Market just celebrated 21 years of being in business. The store originally started out as a cigarette and scratch & dent store. The owners wanted their building on the corner of Market & Miami Street to become a hub for the community so they decided to bring coffee into the mix. Their business has grown into much more than coffee and has become a gathering place for the community. They are always looking for ways to increase business and add new drinks and food to our menu and have recently started tapping into catering. They trained in New York City this past spring and added Lotus Plant Energy to our permanent menu. Are you up for the challenge of learning what it takes to run a small business and take it to the next level? If so, come be their intern!

Possible Responsibilities:

- Learn the skills of a barista to help take this small business to the next level by assisting the manager in these specific areas.
 - **Operational Management:** Oversee the daily operations of the coffee shop, to ensure compliance with health and safety regulations, serve as a backup manager & barista, be proactive in identifying issues and working with the manager to develop solutions, develop a system of feedback to welcome and seek out feedback from customers and employees to improve the service and operations of the coffee shop.
 - **Staff Supervision/ Team Leadership:** Assist in hiring, training, and managing baristas, to create and update existing coffee bar procedures, develop an incentives program for employees, improve team leadership by focusing on motivation and delegation, ensuring that each team member understands their role and responsibilities, ensure that employees have the resources they need to succeed in their roles such as written procedural instructions regarding drink making, opening & closing procedures, promote a positive work environment by fostering friendly relationships among staff
 - **Customer Service:** Ensure customers receive prompt, friendly, and personalized service, addressing any complaints or issues that arise. Develop & Research a plan on what it takes to attract new customers and keep your existing ones.
 - **Quality Control:** Ensure product quality by overseeing the preparation of coffee and other menu items.
 - **Sales and Marketing:** Assist with sales promotions and marketing efforts to increase customer base and store profitability, create a marketing plan to increase sales, reach more potential customers through social media platforms, update the website and other marketing materials, create a catering menu, and create events to assist with launching new products.
 - **Maintenance:** Ensuring the coffee shop environment is clean, comfortable, and well-maintained.

Preferred Skills/Experience:

- Friendly Personality
- Ability to Multitask
- Critical Thinking
- Organization & Attention to Detail


Education:

- Business, Marketing, or Communication Major

For more information or to apply:

 www.visitwabashcounty.com/wabash-county-fellowship-program/

 director@imagineone85.org

 260-445-5356

