# Organizational Structure: Boopa's Bagel Deli

## Roles and Responsibilities

1. **Owner**: Oversees all operations, makes major business decisions, manages finances.
2. **General Manager**: Schedules staff, handles customer complaints, orders supplies. Reports to the Owner.
3. **Server/Cashier**: Operates the sandwich line, processes transactions, greets customers, answers questions about the menu or products. Reports to the Service Manager.
4. **Production Manager**: Oversees the production of goods or services, ensures quality control, coordinates with suppliers. Reports to the General Manager.
5. **Service Manager**: Ensures excellent customer service, trains staff in customer service protocols, handles complex customer complaints or issues. Reports to the General Manager.
6. **Delivery Driver**: Delivers orders, maintains the delivery vehicle, provides excellent customer service. Reports to the Service Manager.

## Reporting Lines

The reporting structure at Boopa's Bagel Deli is designed to ensure efficient communication and operations:

* The **General Manager** reports to the **Owner**.
* The **Service Manager** and **Production Manager** report to the **General Manager**.
* The **Server/Cashier** and **Delivery Driver** report to the **Service Manager**.

## Decision-Making Processes

Decision-making at Boopa's Bagel Deli is structured to ensure effective management and operations:

* The **Owner** makes final decisions.
* The **General Manager** makes day-to-day decisions.
* The **Service Manager** makes decisions when the General Manager is not present.