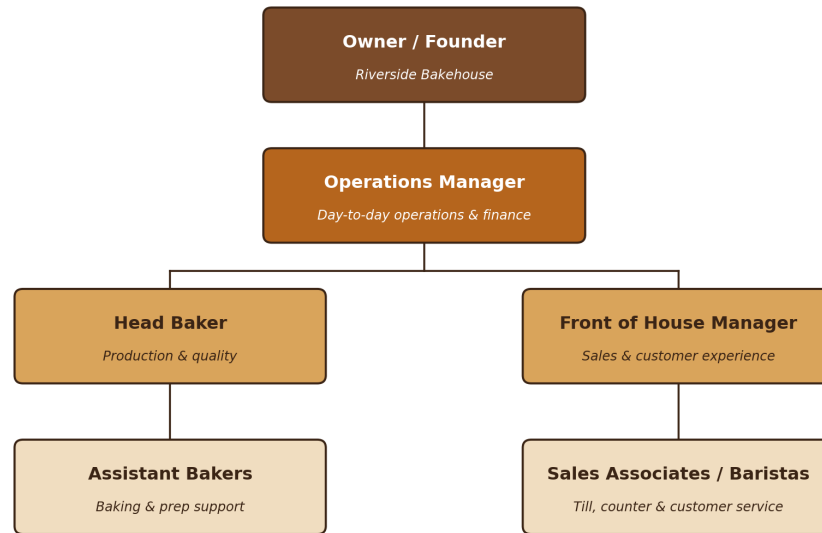


Riverside Bakehouse: Management Structure

Task 3 – What is the management structure of your startup enterprise?

Organizational Chart



Riverside Bakehouse — Organizational Chart

Roles and Responsibilities

Role	Key Responsibilities
Owner / Founder	Sets the overall vision and goals for Riverside Bakehouse; oversees finances, budgeting, and supplier and landlord relationships; makes final decisions on menu direction, pricing, and growth plans; hires and supports the Operations Manager.
Operations Manager	Runs the bakery's day-to-day activities, including staff scheduling, inventory and supply ordering, health and safety compliance, and basic bookkeeping; acts as the link between the Owner and the two functional teams; tracks daily sales and costs to keep the business on budget.
Head Baker	Leads all production: develops and standardises recipes, plans the daily baking schedule, monitors product quality and consistency, and manages stock of baking ingredients; trains and supervises the Assistant Bakers.

Role	Key Responsibilities
Front of House Manager	Oversees the customer-facing side of the business: manages the till and till reconciliation, handles customer service and complaints, coordinates in-store displays and promotions, and supervises the Sales Associates/Baristas.
Assistant Bakers	Support the Head Baker with mixing, proofing, baking, and finishing products; maintain a clean and safe kitchen; help manage ingredient stock levels and waste.
Sales Associates / Baristas	Serve customers at the counter, prepare drinks, operate the point-of-sale system, keep the shop floor stocked and presentable, and provide the first point of contact for customer feedback.

How the Structure Supports the Business

Riverside Bakehouse uses a flat, three-layer structure that is well suited to a small startup. The Owner stays close to strategy and finances while delegating daily operations to a single Operations Manager, which keeps overhead low and decision-making fast — important when the business needs to respond quickly to changing customer demand or supply costs.

Splitting the operational side into two clear functions — production (Head Baker and Assistant Bakers) and customer-facing sales (Front of House Manager and Sales Associates/Baristas) — ensures that quality in the kitchen and quality of service on the shop floor each have a dedicated owner. This division prevents tasks from being dropped during busy periods and gives each team leader a manageable span of control.

As the bakery grows, this structure can scale naturally: additional Assistant Bakers or Sales Associates can be added to existing teams, and a future Marketing or Wholesale role could sit alongside the Operations Manager without disrupting the core reporting lines. This keeps the business agile in its early stages while leaving room for controlled growth.