

Job Description

Job Title	Shift Lead
Reports to	FOH or HOH Manager
Employment Type	Full-time / Part-time / Seasonal Position
Compensation	Hourly

In this role, you will assist the Leadership team in bringing the team and guest experience to life by managing shift workflow. You will assist team members with guest interaction, resolve operational bottlenecks and oversee deliveries, sometimes while operating in your primary role.

A successful Shift Lead understands the importance of modeling the team and guest experiences as well as knowing when and how to assist team members to ensure a smooth shift.

ESSENTIAL RESPONSIBILITIES

Love our Team

Works together to define shared success

- Leads shift by delegating duties and following up with team members
- Serves as a role model in delivering our brand promise and living our values
- Motivates team in shift huddles
- Takes actions to solve and celebrate guest feedback
- Assists in creating a positive work environment by building trust with team members
- Works collaboratively with others to promptly meet guest's changing needs
- Celebrates fellow team members

Love our Food

Strives for excellence in consistently delivering quality products

- Maintains complete knowledge of menu, products and offerings
- Complies with safety and sanitation standards to ensure a safe and service ready restaurant
- Ensures operating standards for product production, cleanliness and service expectations are met
- Follows all recipes and quality standards to TDH specifications
- Ensures accuracy of inventory, waste tracking and log

Love our Guests

Curates the guest experience through menu knowledge and stellar Southern Hospitality service

- Approaches shift with the team and guest experience in mind, modeling service with a smile
- Approaches shifts with a sales mind set, making suggestions and upselling
- Creates memorable guest experiences by consistently executing our steps of service
- Understands the importance of greeting guests as they arrive
- Ensures accuracy in capturing and communicating guest orders
- Delights guests with personalized attention and exceeding expectations
- Works in collaboration with FOH teams and Management to restore guest experiences
- Fixes bottlenecks and monitors guest experiences

Love our House

Keeps our house Clean, Safe & Ready

- Models a positive attitude and can-do spirit towards our clean, safe & ready routines
- Ensure the restaurant is clean, safe & ready both outside and inside the restaurant

- Contributes to our operational excellence by supporting effective and efficient operations
- Maintains cleanliness, organization and efficiency in performing daily operations
- Oversees opening and closing routines, ensuring stations responsibilities are performed to standard
- Performs tasks with attention to detail
- Holds self-accountable in meeting personal and shared responsibilities
- Demonstrates stewardship of restaurant resources by supporting inventory controls
- Is able to assess situations and make good decisions
- Documents and reports any team relation concerns
- Documents and reports guest or restaurant related incidents
- Oversee deliveries to ensure accuracy and proper receiving protocols are adhered to
- Assists in promoting the company
- Supports community relationship building
- Supports company-wide promotions, product launches and product sampling

Required Knowledge, Skills & Abilities

- Commitment to the team
- Commitment to the guests
- Commitment to quality
- Demonstrated ability to foster positive work culture
- Ability to resolve issues in compliance with all standards
- Demonstrated knowledge of POS systems
- Excellent written and verbal skills
- Ability to communicate effectively with guests, team members, above restaurant leaders and external partners
- Ability to work in a fast-paced environment
- Must be at least 21 years of age
- Available to work all shifts, weekends and holidays

Education & Experience

- Must have high school diploma or equivalent
- Minimum of 2 years food service experience preferred
- ServeSafe certification preferred

Physical Demands

- Must be able to lift up to 50 lbs of force frequently to move objects
- Ability to carry products/boxes and miscellaneous items weighing no more than 50 pounds
- Consistently handles products preparation
- Ability to kneel and follow proper lifting procedures
- Consistently lifts for products preparation, stocking and inventory