

Shift Leader - Lake Orion

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Company: Big Boy Restaurant Group

Location: Orion Township

Category: other-general

Description

This entry level management position assists the management team by ensuring total guest dining satisfaction. The primary role of the Shift Leader is to ensure hospitality excellence by managing, coaching and delegating to employees to ensure the timely delivery of top quality food, friendly and welcoming behaviors and that our high cleanliness and sanitation standards are maintained.

Shift Leader Responsibilities:

Protects the cash assets of the restaurant during each shift. This includes counting and verifying the contents of the safe and cash drawers at the beginning and end of each shift, completing the bank deposit slip for the shift and entering the information in the safe log.

Works with the Executive General Manager and the Assistant Manager(s), as a team, to achieve maximum sales and profits while maintaining excellence in operational standards and procedures.

Consistently enforces all Company policies, procedures and standards. Ensures all government laws, rules and regulations are followed to the letter of the law regarding wages, hours and sanitation. Completes all required documentation on the proper forms.

Works with the management team to implement all advertising and promotions coordinated by the Marketing Department, ensuring that all food is prepared and presented properly 100% of the time.

Maintains strict safety and sanitation standards in the restaurant.

Assists the management team to ensure all employees receive proper training.

Supports the management team at all times with the primary focus being complete guest satisfaction.

Maintains a professional appearance, adhering to uniform standards at all times.

Qualifications

Shift Leader Job Skills

High School Diploma or GED;

Sufficient strength and agility to lift and carry up to 50 lbs.;

Bending, reaching, and climbing stairs;

Ability to work long hours and be on your feet long periods of time;

Ability to read, count, write and follow recipes accurately;

Able to stand/sit and drive a vehicle for long periods of time; and

Good hearing, visual, English speaking, memory, writing, reading, math and organizational skills

Desired Traits/Hospitality Skills

A helpful personality;

The ability to work well with others and maintain professionalism at all times;

The ability to develop and build professional relationships with staff and guests; and

Great communication and leadership skills

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