

## Job Title: Team Leader

FLSA Status: Non-Exempt



**POSITION SUMMARY:** Supports the management team in all aspects of service, quality, cleanliness, production, and maintenance for the restaurant during the assigned shift. Must be able to perform all duties and responsibilities of a cook, line server, and cashier including interacting with guests and other team members. Oversees the preparation and creation of food, adheres to food safety standards, and contributes to managing the overall physical restaurant.

### How it's Done...

#### People

- Trains, develops and coaches team members during assigned shift
- Assigns activities and tasks during shift and sets shift goals
- Treats employees with respect and dignity and regularly recognizes and rewards employees
- Complies with all state and federal labor laws and regulations

#### Guest Service

- Interacts with and engages guests and other team members
- Creates guest orders as requested and ensures the accuracy of each order when working on the service line
- Holds restaurant team accountable for consistently delivering excellent guest service and food quality in adherence with brand systems, procedures, and food safety requirements to provide a raveable guest experience
- Adheres to food safety standards and reports any questionable food deliveries and/or practices
- Receives food orders; cleans, organizes, and rotates items in the walk-in cooler
- Helps manage inventory control
- Showcases the preparation of certain menu items in the front of the house during peak business hours
- Samples freshly prepared items as appropriate during peak business hours
- Maintains brand image by ensuring restaurant cleanliness, maintenance, and excellent service

### It's All About...

#### Keeping it Real

- Being yourself
- Having a positive attitude and a genuine desire to make others happy
- Being confident yet open to asking for support
- Having pride in who you are and what you do
- Taking personal accountability
- **Leading by example**
- **Being a humble leader**

#### Serving One Another

- Letting others be themselves
- Treating each other with care & respect
- Welcoming new members to the team
- Enjoying being part of a team and helping others
- Being dependable and reliable
- Being self-motivated and action-oriented
- Communicating effectively and positively
- Holding each other accountable
- Never walking past a problem
- Making recommendations for improvements
- **Knowing your team and bringing out the best in others**
- **Being fair, consistent and solution focused**
- **Cultivating a sense of belonging**
- **Encouraging the right behaviors**
- **Coaching in the moment**
- **Making it fun**
- **Creating an environment that allows for everyone's success**

#### Serving the Guest

- Having a desire to serve others
- Making each guest feel welcome and appreciated
- Anticipating guests' needs and personalizing conversations
- Enthusiastically conveying a passion for food and sharing flavor exploration
- Being empowered to make it right for the guest
- Being thoughtfully generous
- **Modeling the standard for the guest experience**
- **Identifying and solving problems before they impact the guest**
- **Having a calm, solution -focused approach to guest recovery**

#### Learning & Growing

- Being curious
- Taking initiative to understand and learn
- Applying what you learn
- Sharing what you learn
- **Coaching and developing others**
- **Recognizing when others need support**
- **Focusing on your development**

#### Delivering Results

- **Communicating goals and expectations**
- **Managing resources effectively**
- **Empowering others to make decisions**
- **Achieving goals**
- **Recognizing success**
- **Keeping your manager informed**

**POSTION REQUIREMENTS:** High school diploma or equivalent required; age requirements may apply in order to remain in compliance with State and Federal laws. Prior restaurant kitchen experience is preferred. Ability to communicate in English is required; Spanish comprehension is helpful. Fundamental reading, writing, math and computer /POS skills are required. Must have access to adequate transportation and complete the administrative driving requirement. May be required to reach, bend, stoop, climb, and/or lift up to 50 pounds. May be required to operate/access equipment at standard heights while walking or standing during entire shift. Hazards include, but are not limited to, slipping, tripping, burns, cuts, abrasions, and falls. Must be willing to work a variety of shifts, sometimes extending beyond eight hours, based upon local operating hours. Must be able to work weekends and holidays. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.