

SHIFT LEADER

Department: Operations
Reports to: Assistant General Manager (AGM) / Restaurant General Manager (RGM)
Employment Type: Hourly, Non-Exempt
Work Location: On-Site at Assigned Restaurant Location(s)

POSITION SUMMARY:

The Shift Leader (SL) is responsible for overseeing the day-to-day operations of the restaurant during their assigned shift. This includes managing staff, ensuring an excellent guest experience, maintaining food quality, and ensuring the restaurant operates smoothly. The Shift Leader plays a crucial role in managing day-to-day operations, maintaining a positive work environment, upholding brand standards, optimizing operational efficiency, and supporting the management team to achieve business goals. This is a key leadership role for individuals who are looking to grow into management.

DUTIES & RESPONSIBILITIES:

- **Team Leadership & Supervision:**
 - Supervise, motivate, and manage restaurant staff during the shift.
 - Train new employees in procedures, guest experience, and company standards.
 - Monitor employee performance and provide balanced feedback.
 - Lead shifts by assigning tasks, managing breaks, and ensuring smooth hand-offs between shifts.
 - Set a positive example through hustle, high standards, and a guest-first attitude.
 - Coach and support team members in real time to improve speed, service, and execution.
 - Ensure restaurant is staffed by executing schedule created and posted by RGM.
 - Ensure the restaurant is clean, stocked, and operational during all hours of business.
 - Enforce company policies and ensure that employees are adhering to them, including uniform standards and health & safety regulations. Escalate issues as appropriate to the AGM or RGM.
- **Guest Experience:**
 - Ensure a high standard of guest service is always maintained.
 - Resolve customer complaints or concerns calmly, promptly and professionally, turning problems into positive outcomes.
 - Ensure the front-of-house (FOH) and dining area are clean; maintain a welcoming and positive environment for both guests and staff.
 - Ensure the restaurant meets guest satisfaction goals and that guests' needs are addressed quickly and efficiently.
- **Operations Management:**
 - Oversee all aspects of daily operations during the shift, including food preparation, service delivery, and cleanliness.
 - Monitor food and inventory, ensuring timely ordering to avoid shortages.

- Ensure kitchen and dining areas are maintained to health, safety, and cleanliness standards.
- Monitor and maintain all equipment to ensure it is functioning properly.
- Ensure proper cash handling and register management during the shift.
- **Training & Development:**
 - Assist in the development of staff by providing training on new procedures and ensuring all employees are up to date with company, brand, and restaurant standards.
 - Mentor staff and assist in developing their career progression within the restaurant.
 - Provide regular coaching, feedback, and encouragement to help team members grow.
 - Assist with onboarding, cross-training, and promoting teamwork across positions.
- **Financial Responsibilities:**
 - Help manage cash control and POS transactions; accurately reconcile cash at the end of the shift.
 - Track and record sales data, labor, and operational costs to ensure the restaurant is meeting financial goals. Monitor labor, food, and supply costs during shifts; adjust as needed to meet targets while ensuring adequate staffing levels are maintained.
 - Ensure accurate shift documentation and reporting is completed.
- **Health, Safety, and Sanitation:**
 - Ensure adherence to health and safety regulations, including food safety and sanitation guidelines.
 - Ensure the cleanliness and organization of the restaurant, including dining rooms, kitchen, restrooms, and storage areas.
 - Monitor food preparation and portions to ensure consistent quality and alignment to brand standards.
 - Enforce food safety and sanitation standards in line with company and regulatory guidelines.
 - Perform or supervise opening/closing procedures and daily food safety checks.
 - Address any maintenance or safety issues and escalate issues to the AGM, RGM, or above as necessary.

KEY COMPETENCIES:

- Positive Energy: Creates a welcoming environment with high enthusiasm and optimism.
- Accountability: Takes ownership of shift outcomes, team performance, and guest satisfaction.
- Recognition: Encourages others and celebrates team wins and personal progress.
- Servant Leadership: Leads with empathy, supports team needs, and builds trust through action.
- Situational Awareness: Can assess what's happening quickly and respond with good judgment.

- Team Leadership: Can direct, motivate, and resolve issues while remaining fair and respectful.
- Execution Focused: Gets things done the right way, even in high-pressure moments.

SKILLS & QUALIFICATIONS:

- Must be at least 18 years old.
- High school diploma or equivalent is preferred but not required; some college coursework in hospitality or business management is a plus.
- Minimum of 1 year of customer-facing restaurant experience required.
- At least 1 year of experience in a supervisory or leadership role within the restaurant or hospitality industry preferred.
- Must have or be willing to obtain required food handler's certification for respective state/local area.
- Basic computer skills required.
- Must be able to fluently speak and understand English.
- Must be able to successfully pass a background check.
- Strong leadership, communication, and interpersonal skills.
- Ability to manage time effectively and prioritize tasks in a fast-paced environment.
- Problem-solving abilities and the capacity to make quick, informed decisions.
- Strong organizational skills and attention to detail.
- Knowledge of health/food safety, restaurant operations, and customer service principles.

WORKING CONDITIONS & PHYSICAL REQUIREMENTS:

- Must be able to handle stress in a fast-paced, high-energy restaurant environment.
- Must be able to stand and walk for extended periods (up to 8 hours per shift).
- Must be able to work an average of 40 hours per week. Evening, weekend, and holiday availability may be required.
- May be exposed to heat, cold, cleaning chemicals, and sharp kitchen equipment.
- Must be able to lift, carry, and move up to 50 lbs.

COMPENSATION & BENEFITS:

- Hourly wage (specific rate depends on experience and location).
- Opportunities for advancement to management roles.
- Employee meal discounts and team recognition programs.
- Full-time employees may also be eligible for, paid time off, health benefits, or other incentives.