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## SHIFT LEADER

### **Summary of Position:**

As a Shift Leader, you will play a crucial role in ensuring an exceptional guest experience at our restaurant. Your outgoing and friendly demeanor, coupled with effective leadership skills, will contribute to the overall success of the team.

### **Duties & Responsibilities:**

In addition to performing the duties of a Team Member, the Shift Leader will take on additional responsibilities, including but not limited to:

- Leading Front-of-House operations to ensure guest satisfaction
- Assisting in the training and development of team members
- Modeling best-in-class hospitality and coaching the team to deliver the same
- Addressing and resolving guest concerns while developing solutions for improved future service
- Assisting the General Manager with restaurant operations
- Leading store opening and closing procedures
- Driving compliance with safety, security, and sanitation standards
- Clearly communicating expectations and consistently following up with team members
- Maintaining cleanliness and organization throughout the restaurant

### **Qualifications:**

To excel in this position, you should possess the following qualifications:

- Exceptional customer service skills
- Ability to thrive under pressure in a fast-paced environment
- Strong written and oral communication skills
- Bilingual skills are a plus
- Willingness to work a flexible schedule, including nights, weekends, and holidays
- Ability to lift up to 25 pounds and perform physical tasks such as reaching, bending, and stooping
- Ability to work in a standing position for extended periods of time
- Hold and maintain a Food Handlers Permit and TABC certificate (*can be obtained upon hire*)

### **Compensation & Benefits:**

We offer competitive hourly pay along with tip sharing, as well as the following benefits:

- Paid Time Off (PTO)
- Food discounts for employees
- Complimentary meals during work shifts
- Casual wear with provided shirts
- Enjoy a great culture and family-like atmosphere within our team

*Note: This job description is intended to convey essential information about the general nature and level of work performed. It is not exhaustive and may be subject to change or modification at any time.*