

<b>JOB TITLE:</b>	Front of House Leader (FOH)
<b>SUPERVISOR:</b>	<b>Restaurant General Manager, AM, SL</b>
<b>JOB SCOPE:</b>	Ensure that the guest receives an exceptional customer service experience in an environment that is clean and organized. Enhance the Team's experience by making the FOH a place they are proud to work in and invite others to. The FOH experience should be so energetic and welcoming that, by itself, it attracts great applicants. While you are in this role, you will be expected to share your knowledge with others and develop the next individual that will fulfill FOH Supervisor.
<b>JOB QUALIFICATIONS:</b>	<ul style="list-style-type: none"> <li>Is certified / re-certified on all topics in One Source including Customer Service, Team Trainer, and Recruiting &amp; Selection within the last 6 months.</li> <li>Availability is expected to be Flexible.</li> <li>Able to communicate viewpoints and concerns to management team in a constructive manner.</li> <li>Is willing to provide and receive helpful, constructive feedback to meet job standards.</li> <li>Does the job of a Team Member to standard, even under limited supervision.</li> <li>Meets the Taco Bell Code of Conduct standards. Acts in a friendly, courteous, and helpful manner toward customers and co-workers at all times.</li> <li>Knowledgeable of VOC, LAST, IUE and CORE standards and Role models appropriate behavior</li> <li>Are Passionate about Living the MTB Core Values, Driving Customer Service, and Helping Others</li> <li>Approved Background Check</li> </ul>
<b>CORE RESPONSIBILITIES:</b>	<ul style="list-style-type: none"> <li>Acts as a role model and upholds operational standards.</li> <li>Reviews all applications with TUM survey, completes the initial interview, and assists in administering Realist Job Preview.</li> <li>Trains new Team Members on the One Source. Utilizes OTJ's and other Resources such as Job Aids, Standard Cards, etc., while following the 4 Step Training Process. Follows up to ensure Training is executed per Restaurant Plans.</li> <li>Assists in new product training rollouts for all Service Champions. Ensures POP is accurate per Roadmap and is clean and in good repair per CORE standards.</li> <li>Assists in cross training and re-certifications of existing Team Members.</li> <li>Assist Team Members with all Taco Bell resources – One Source, Job Aids, Standard Cards etc...</li> <li>Provides feedback to the management team on new hire performance.</li> <li>Completes job responsibilities of a Team Member when not assigned training.</li> <li>Works with AM/GM on Facility Management in FOH (Cleanliness/Repairs)</li> <li>Regular Customer Satisfaction Walks with action to address issues</li> <li>Takes ownership of the safe. Assigning drawers to all cashiers, handing out change, ensure drops are being made through out the shift, counting down drawers to cashiers and closing out in eRestaurant.</li> </ul>
<b>One Source Certification Required:</b>	<ul style="list-style-type: none"> <li>All Service Champion courses and OTJ's.</li> <li>Team Trainer course and OTJ'S.</li> <li>Shift Lead – Shift Lead Service Course, Customer Excellence Course and OTJ's</li> <li>Building Taco Bell Culture – Brand Soul Our Principles, theART of Keeping Calm, Spice Matrix and The Pulse.</li> </ul>