

JOB TITLE:	Shift Leader
DEPARTMENT/ SUPERVISOR:	Assistant Manager, Restaurant General Manager
JOB SCOPE:	<ul style="list-style-type: none"> • Maintains a friendly and courteous work environment. • Ensures that employees are clean and neat in appearance. • Makes sound business decisions quickly, always keeping the guest in mind. • Resolves guest complaints quickly, while maintaining positive guest relations using L.A.S.T. • Ensures that quality products are delivered to guests. • Maintains Speed With Service (SWS) goals. • Are Passionate about Living the MTB Core Values, Driving Customer Service, and Helping Others.
POSITIONS SUPERVISED:	Restaurant Team Members
JOB QUALIFICATIONS:	<ul style="list-style-type: none"> • Certified in all Team Positions/Team Trainer. • ServSafe Certified. • Acts as a role model by always following appearance and procedural standards. • Participates in restaurant goal setting and is committed to achieving team goals. • Encourages other team members to maintain performance standards. • Provides constructive feedback to the restaurant team. • Collaborates with team members to solve problems and make decisions. • Resolves conflicts and improves team member performance issues in a constructive manner and according to policies and communicates effectively, has strong interpersonal and conflict resolution skills. • Strong analytical/decision-making skills. • Basic personal computer literacy.
CORE RESPONSIBILITIES:	<ul style="list-style-type: none"> • Ensures products are prepared correctly and according to standards. • Manages labor, by shift, within acceptable variances and according to labor laws. • Manages food costs within acceptable variances. • Coordinates opening and closing activities in a timely and safe manner. • Oversees proper product preparation, rotation, portioning, cooking and holding times. • Assists in executing marketing programs including correct placement and maintenance of POP, suggestive selling, and consumer education. • Maintains restaurant sanitation and cleanliness standards and is certified in the food safety program. • Maintains crew productivity by proper deployment throughout the shift. • Sees that crew members are properly trained. • Fulfills the role of Team Trainer. Utilizes One Source and OTJ's. Trains new team members on how to do their jobs. With RGM approval and review, completes training certification activities. Assists the restaurant management team in training new Team Members on all job role topics, cross training current Team Members, and new product training. • Takes ownership and responsibility to train, coach and follow-up on training progress and is willing to provide help and guidance to others. • Responds quickly and appropriately to resolve safety and security issues. • Sees that equipment is clean and working correctly, responds quickly and appropriately when equipment is in need of repair.
One Source Certification Required:	<ul style="list-style-type: none"> • Complete - All Food and Service Champion and Team Trainer courses and OTJ's. • Complete Shift Lead Book – Course and OTJ's. MIC Certifying completed by Area Coach. • Has completed all of knowledge on -MTB Process Check for Shift Leads from MTB Support Website.