



JOB DESCRIPTION

Title: Big Rock Grill & Catering Team Leader	Team: Rock City Food
Reports to: Rock City Senior Manager of Food & Beverage	Status: Full-Time, Non-Exempt

Summary

Assists with the daily operations of the Big Rock Grill and Rock City Catering. Performs tasks including, but not limited to, inventory, portion control, and cash handling. Under the direction of the Rock City Senior Manager of Food & Beverage the Big Rock Grill & Catering Team Leader is responsible for performing the following duties:

Responsibilities

- Delivers excellent guest service to internal and external customers in line with the organization's mission, culture, and values.
- Models appropriate guest and partner interaction at all times, displaying the values of the culture of excellence and leading in a manner that serves as an organizational model for the values.
- Greets all guests with enthusiasm and friendliness, delivering excellent guest service.
- Maintains full knowledge of menus, recipes, and other pertinent information, constantly increasing knowledge of food, beverages, and other products and services.
- Answers guest questions about food, beverages, and our facilities accurately and in a friendly manner.
- Provides necessary direction to Big Rock Grill/Catering partners, ensuring that partners perform their assigned duties.
- Develops relationships with guests and provides the highest level of service in accordance with our standards.
- Serves as point of contact to respond to customer requests, feedback, and questions, doing so in a manner that reflects excellence and professionalism to achieve positive outcomes, keeping leadership informed of feedback from both guests and partners.
- Trains new partners to ensure knowledge of opening/closing procedures and guest service expectations.
- Assists in ensuring health codes and safety standards are followed to maintain a high health score.
- Follows checklists and standard operating procedures, including those related to inventory and portion control.
- Assists with daily supervision of partners, along with the Senior Team Leader, motivating and leading them in accordance with our Culture and Values.
- Always ensures adherence to organization policies and procedures.
- Maintains a safe, clean, organized, and stocked work area.
- Maintains ServSafe Certification.
- Performs cashier duties, bartending, food service, and food preparation as needed.
- Assists with catering events in the Big Rock Grill and Pavilion, as needed.
- Performs daily and monthly cleaning duties as well as other duties assigned by management.

Qualifications

- High school diploma or GED required.
- At least 1-year previous experience in a restaurant and/or related food service experience, including direct guest-facing customer service.
- Coordination and Team Leader skills with the ability to motivate, develop, and oversee others.
- Ability to lead up to 15 partners.
- Must possess excellent computer skills and be proficient in MS Office, including Word, Excel, and Outlook.
- Willing to obtain ServSafe Certification.
- Possess a kind personality, the desire to contribute to a great team, and willingness to learn or improve skills.

- Ability to display a professional and polite image to guests and team partners.
- Ability to speak effectively in one-on-one and small group situations knowing that your feedback and input is important to the team.
- Ability to read and understand recipes and operational documents.
- Ability to work effectively with a team in a fast-paced, efficient, cooking environment.
- Ability to add, subtract, multiply, and divide. Ability to perform these operations using units of American money.
- Ability to provide a flexible schedule to work nights, weekends, holidays, and special events as needed.
- Required to regularly use hands and fingers. Ability to lift/move up to 30 pounds. Required to walk, stoop, kneel or crouch frequently. Must be able to stand regularly.