

SEE ROCK CITY, INC.
JOB DESCRIPTION

Title: <i>GOOD DOG TEAM LEADER</i>	Team: GOOD DOG
Reports to: GOOD DOG Manager	Status: Full-Time, Non-Exempt

Summary

Responsible for leading the daily operations of the GOOD DOG restaurant experience. Performs tasks including guest experience management, food quality assurance, bar operations, inventory controls, and cash handling. Assists with Catering and Special events outside of the restaurant when required. Under the direction of the GOOD DOG Manager, the GOOD DOG 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.
- Oversees daily supervision of partners, along with the manager and other team leaders, motivating and leading them in accordance with our Mission, Culture and Values.
- Establishes and maintains healthy relationships with vendors, property owners, and neighboring businesses.
- Trains partners to include knowledge of food preparation and presentation, food safety, beverage/bartending operations opening/closing procedures, proper cash handling and register usage.
- Maintains Serve Safe Certification.
- Ensure health codes and safety standards are followed in order to maintain a high health score.
- Maintains invoice controls and procedures as needed.
- Monitors cash handling procedures to minimize shrink/loss.
- Assists with the completion of all paperwork, ensuring those items are handled in an accurate and timely manner.
- Maintains all relevant records and ensures the completion of the daily cash log, bank deposits, and splitting of tips for their location.
- Serves as point of contact to respond to customer requests, feedback and questions in the absence of the manager, doing so in a manner that reflects excellence and professionalism to achieve positive outcomes, keeping the manager informed of feedback from both guests and partners.
- Ensures that merchandise is attractively displayed, and all areas of the shop are clean and well stocked to achieve favorable sales and cost of goods.
- Ensures that shops are kept clean and attractive to help present a favorable first impression to guests.
- Assists with the planning and execution of promotions and special events in their assigned shop.
- Supervises portion control to minimize loss.
- Increases sales through effective customer service, product knowledge, and guest correspondence.
- Ensures inventory rotation is completed in a timely manner.
- Adheres to organization’s processes and procedures, ensuring these are consistently followed at all times
- Performs cashier duties, bartending, serves guests and prepares food as needed.
- Addresses over/shorts in restaurant.
- Ensures all time and temperature controls are followed.
- Maintains a clean, safe work area for guests and partners.
- Performs other duties as assigned by management.

Qualifications

- High school diploma and at least two years related experience in food service, including previous supervisory experience. Kitchen (preparation) and bartending experience preferred.
- Possess an outgoing, friendly personality and the desire to provide quality service.
- Possess a valid driver’s license in order to drive and setup for GOOD DOG catering opportunities.

- Recipient of Serve Safe Certification.
- Ability to convey a professional image to guests.
- Ability to effectively present information and respond to questions from a group of managers, guests, or the general public; read and analyze business correspondence; to develop and write reports.
- Ability to lead a team of 15 people.
- 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 50 pounds. Required to walk, stoop, kneel or crouch frequently. Must be able to stand regularly.