

SEE ROCK CITY, INC.
JOB DESCRIPTION

Title: <i>INCLINE FOOD TEAM LEADER</i>	Team: TN Operations
Reports to: TN OPERATIONS MANAGER	Status: Hourly, Full-Time

Summary

Supervises the daily operations of the Incline Food location(s). Performs tasks including, but not limited to, assisting the TN Operations Manager with general oversight of daily food operations, inventory, coaching and counseling partners, portion control, and cash handling. Focuses on the guest experience and quality guest service in the Food locations. *Under the direction of the TN Operations Manager the Incline Food 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.
- Jointly prepares weekly schedule and communicates scheduling issues to TN Operations Manager.
- Proactively manages labor during changing business needs and assists in monitoring partner attendance.
- Assists TN Operations Manager with leading and creating outlines for team meetings.
- Assists TN Operations Manager in coaching and counseling Food Team partners as needed and in preparing Partner Performance Feedback forms.
- Works with the TN Operations Manager on establishing menus, acquiring needed materials, and ordering food items and supplies.
- Ensures that dining areas are kept clean and that food is attractively displayed to help achieve favorable per caps.
- Trains Food partners to include knowledge of opening and closing procedures, proper cash handling and register usage, food preparation, and health codes.
- Performs monthly inventories of the food operations.
- Monitors waste and portions to help ensure the food operations have an acceptable cost of sales.
- Monitors cash handling procedures to minimize shrink/loss.
- Ensures all paperwork is handled in an accurate and timely manner.
- Performs cashier duties as needed.
- Prepares food products.
- Provides necessary direction to partners and ensures that partners perform their assigned duties.
- 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.
- Oversees daily supervision of partners, along with the manager and other team leaders, motivating and leading them in accordance with our Culture and Values.
- Assists, as necessary, with interview process for new partner candidates.
- Adheres to organization's processes and procedures, ensuring these are consistently followed at all times.
- Performs other duties as assigned by management.

Qualifications

- Ability to convey a professional image to guests, partners, and vendors.
- 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 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.

- Recipient of Serve Safe Certification.
- Ability to lead a team of 5 people.
- Must possess excellent computer skills and be proficient in MS Office, including Word, Excel, and Outlook.
- Possess an outgoing, friendly personality and the desire to provide quality service.
- Ability to communicate and interact effectively in one-on-one and small group situations.
- 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.