

# Restaurant Lead, Quality

Restaurant Leads play a critical role in managing daily restaurant operations to ensure teams are running as efficiently and productively as possible. As a Quality Restaurant Lead, you serve as a role model connecting quality team members everyday performance to our Shared Vision. Under the supervision of the Director of Quality and Food Safety, you are responsible for developing talent, motivating high performance of Team Members and Leads, and ensuring there is clear and effective communication between the Quality team and Hospitality Team.

## Shared Vision: Be the world's most caring company.

### Leading Teams

- Communicate the Chick-fil-A Corporate Purpose, Shared Vision, and our values
- Own the performance of the entire team driving operational excellence and the Winning Hearts Strategy (Great Food, Fast & Accurate Service, and Genuine Hospitality in a Clean & Safe Environment)
- Assist Director of Quality and Food Safety in executing the Quality Area Business Plan
- Define and communicate daily, weekly, monthly and quarterly objectives for team
- Partner with other Restaurant Leads to enhance productivity by enabling the team to work smarter while maintaining a sense of urgency, courtesy and attentiveness toward others
- Study key metrics and share opportunities for growth with other leads in business meetings
- Research best practices, partner to develop plans to implement changes
- Control Costs (Drill Down Metrics: IPO, Productivity, A.C.E., Retention and Food Cost Gap)
- Oversee the maintenance of proper inventory levels of both supplies and equipment

### Leading People

- Serve as "Lead on Duty" (or ensure a Lead is appointed to serve)
- Ensure restaurant door is open from 5 minutes prior to opening of restaurant to 5 minutes after close of business
- Welcome every Team Member warmly and share daily performance goals
- Monitor clock-ins/outs, breaks and proper recording and payment of employee meals
- Develop a caring culture in quality area, coach team members to offer dignity and show respect to all
- Reinforce a clean restaurant and safe work environment, utilize and enforce all food safety management processes
- Coach and mentor all members of the team to perform at their very best (Team Members, Team Leads & Training Leads)
- Exhibit a highly motivated and highly engaging coaching style to resolve people problems
- Redirect Team Member behaviors and performance to ensure we achieve business goals
- Enforce Employee Handbook, Pathway procedures and all timing systems
- Submit Team Member behavior and performance feedback timely and accurately to HR@cfaleaders.com
- Partner with other managers to lead as one voice
- Ensure Quality Improvement Report is reviewed timely and metrics are studied to make improvements
- Take responsibility for reviewing Inventory Activity Report and take appropriate action to improve costs

### Leading Self

- Model servant leadership, humility, and integrity (thinks others first)
- Maintain open availability and flexibility to work to meet the needs of all day parts of the business
- Express gratitude and recognize the high-performance of others (Awardco)
- Remain professionally relevant, grows in leadership capacity and develops others into leaders
- Lead well – exhibit the strength, energy and mental clarity to lead yourself and others well
- Contribute in meetings (mandatory participation, punctual, collaborative & solves problems)
- Possess extreme ownership of business, makes no excuses – no sense of entitlement
- Desire to do what is right vs being right
- Willingness to learn and receive feedback from others
- Review reports daily and weekly – Sales, CEM, Productivity, and Food Cost Gap
- Build genuine community (participates in all company functions)
- Show steady progress on PGP (Performance Goal Plan)
- Remain certified in all Pathway courses
- Wear Chick-fil-A® Team Style Oobe attire
- Must complete the ServSafe® Certification process within 90-days and remain certified

### You Bring

- Must be 21 years of age or older and a minimum of one year leadership experience
- High School Diploma and Bachelors Degree (or equivalent) preferred
- Strong attention to detail and superior organizational skills
- Ability to take ownership of projects from planning to execution
- Strong interpersonal skills with ability to resolve conflict
- The ability to relate to and communicate effectively with people from other cultures
- Identify and manage your own emotions and the emotions of others
- Familiarity with Employment Law
- Excellent professional verbal, written and electronic communication skills
- Must have and maintain a valid driver's license, automobile insurance and clear driving record
- Proficient in MS Office

Sign & Date \_\_\_\_\_

