

Team Lead, Hospitality

As the Hospitality Team Lead, you serve as a role model connecting hospitality team members everyday performance to our Shared Vision. Under the supervision of the Director of Hospitality, you are responsible for leading and motivating a high-performing team to serve products in a manner consistent with company standards and cost objectives.

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

Leading Teams

- Communicate our Corporate Purpose and Shared Vision to give meaning to each Team Member's everyday work
- Set the pace of the business, motivating high-performance.
- Encourage the team to act as one by ensuring alignment of what's important and why so the entire team is all pulling in the same direction daily.
- Win the heart of your team, genuinely care about the personal and professional dreams of your people.
- Ensure every Team Member excels at executing the Winning Hearts Strategy by serving Great Food, Fast & Accurate Service, and Genuine Hospitality in a Clean & Safe Environment.
- Ensure the delivery of proper safety & security procedures as well as monitoring systems and processes for adherence to brand standards
- Share opportunities for team growth with other leaders in area meetings
- Improve restaurant performance by driving change through specific Team Member behaviors
- Study key metrics and control costs (Sales, A.C.E. Team Member Retention, and Productivity)
- Maintain the proper inventory levels of both supplies and equipment

Leading People

- Welcome every Team Member and share performance goals daily
- Build an inclusive and caring culture, coach team to show honor, dignity and respect to all
- Reinforce a clean restaurant and safe work environment
- Exhibit a highly motivated and highly engaging coaching style to resolve people problems
- Assist to serve as "Lead on Duty" as assigned
- Monitor clock-ins/outs, breaks and ensure proper recording and payment of employee meals
- Re-enforce Employee Handbook, Pathway procedures and timing systems
- Submit Team Member behavior and performance feedback timely and accurately to HR@cfaleaders.com
- Partner with all leaders to lead with one voice
- Use cash accountability log to count registers down with Team Member
- Assist to resolve any change fund or cash discrepancies
- Utilize all cash management processes (end of day, cashier shortage, pay in/out, change fund, settling of cash registers, and to-be-collected (TBC)
- Review Daily Sales Report (Cash Management report)
- Assist with Loomis processes (ordering change, check in and count, prepare deposit to send off)

Leading Self

- Model servant leadership, humility, and integrity (thinks others first)
- Maintain a flexible work schedule to meet the needs of the business
- Express a positive attitude, 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 – participation is mandatory (punctual, collaborative & solves problems)
- Possess extreme ownership of the 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 (participate in company functions)
- Show steady progress on Performance Goal Plan (PGP)
- Remain certified in all Pathway courses
- Wear Chick-fil-A® Oobe Team Style attire

You Bring

- 17 years of age or older, minimum of one year Team Member experience or prior leadership experience preferred
- High School Diploma and some college or equivalent preferred
- Must possess a growth mindset
- Confident, high energy, self-motivated, and a true team player
- Ability to resolve conflict
- The ability to build relationships and communicate effectively with people including those of other cultures
- Identify and manage your own emotions and the emotions of others
- Possess strong phone, written, verbal, and electronic communication skills
- Proficient in MS Office

Sign & Date _____

