

Job Description

Job Title	Lead
Level	3
Reports to	Manager
Employment Type	Full-time/ 12-month position
Compensation	

In this role you will assist the Manager in running shifts and helping the team live our family values and help bring our TDH approaches to life. You will support the specific business unit by training & coaching performance, scheduling, and maintaining inventory standards while serving as the collective voice of the team in support of their needs in assisting the business in meeting effective results. You will also lead yourself, by collaborating and fostering positive relationships with clear communications.

A successful Lead understands the importance of delivering remarkable team and guest experiences as well as knowing when and how to focus on restaurant operations. Leads work efficiently and assume responsibility for supporting TDH goals and objectives while modeling performance and behaviors.

Essential Responsibilities

Develop Servant Leaders

Leads with heart by putting people first.

- Approaches shifts with the guest experience in mind, executing service with a smile
- Creates a hospitable environment by using the Love our Guest routines to serve guests
- Models positive culture behaviors in the restaurant and sets the team up for success
- Serves those they lead through behaviors, actions and decisions
- Builds partnerships that drive restaurant performance and profit
- Communicates effectively and engages the team daily
- Coaches and motivates team members to foster a positive work environment
- Assists with the training and development of others
- Demonstrates commitment to goals and inspires others to deliver excellent performance
- Recognizes the team with recognitions tools.

Authentic Connections

Creates personalized moments with guests, making TDH a preferred choice

- Serves as a role model in delivery of our approaches
- Motivates team in shift huddles
- Fixes bottlenecks and monitors guest experiences
- Makes sure the restaurant is clean and welcoming
- Spends time with the guest through table touches
- Leads shift by delegating duties and following up with team members
- Takes actions to solve, coach and celebrate guest feedback and team performance and behaviors

Brand Champion

Serves as a representative and voice of the brand in the restaurant and community.

- Embodies the brand

- Supports community relationship building to drive business and maximize catering opportunities in the community
- Supports championing company-wide promotions, product launches and product samplings
- Ensures the team executes and measures the impact of local promotions

Routine Operations

Helps maintains the balance between providing a high-quality team and guest experience and achieving financial goals

- Helps the Manager execute operational systems
- Uses tools and routines to ensure cleanliness, quality and service standards
- Ensures accuracy of inventory, waste tracking and HACCP logs

Required Knowledge, Skills & Abilities

- Commitment to our Guests
- Commitment to Quality
- Commitment to Family
- Excellent people leadership and guest service skills required
- Excellent written and verbal skills
- Ability to work in a fast-paced environment
- Ability to communicate effectively with guests, team members, above restaurant leaders and external partners
- Ability to resolve issues in compliance with all standards
- Demonstrated knowledge of the advance skills sets for the team being led
- Demonstrated knowledge of inventory control systems
- Must be at least 21 years of age
- Available to work all shifts, weekends and holidays

Education & Experience

- Must have high school diploma or equivalent
- Minimum of 2 years management experience preferred

Physical Demands

- Must be able to lift up to 50 lbs of force frequently to move objects
- Ability to carry products/boxes and miscellaneous items weighing no more than 50 pounds
- Consistently handles products preparation
- Ability to kneel and follow proper lifting procedures
- Consistently lifts for products preparation, stocking and inventory