Operations Lead: Job Description

Name: _____

Reports to: BOH/FOH Director

Objective:

The Operations Lead supports the house part director in executing strategic plays and achieving goals through shift running and daily checklist completion. Main focus is achieving an excellent Largo team and Guest experience through all channels in the restaurant.

Our Vision: To serve the Largo team and community with care and excellence

Our Mission: To be the fastest and friendliest restaurant in Pinellas County

Our Core Values:

- Development: Prioritize continuous growth, learning and improvement in oneself, team and as an organization
- Innovation: Thinking creatively and embracing change.
- Virtue: To demonstrate honesty, responsibility and compassion
- Excellence: Striving for the highest standards of quality and performance

How will we do it?

- Winning Hearts Everyday
- Operational Excellence
- 2nd Mile Service
- Attentive and Friendly Team Members

Job requirements:

- 40+ hour availability, including open availability to work morning and night shifts, and weekend availability (Friday and Saturday).
- Run successful shifts AM/PM
- Maintain a Culture of Care and Excellence for the Largo team and Community
- Continuous coaching and training of the team, to ensure growth within the restaurant
- Servsafe Certified (Test offered by Operator)

Key Attributes:

- Shift running
- Checklist completion
- Disciplinary system accountability
- Nation communication
- Waste and Donations inputting and tracking
- Opening and Closing the restaurant
- Consistent coaching
- Holding accountability

Responsibilities:

Meet goals and exceed expectations as the shift lead or a support lead day in and day out

Hold yourself and fellow leaders to a higher standard

Hold team members accountable to all store policies and standards.

Attend all Operations lead meetings

Attend Quarterly Cleaning days 3/4

Maintain constant acknowledgement on Nation

Be a proud example of our culture card daily

Own area of ownership

Agreement:

I hereby understand that this is not an exhaustive list, but rather a guideline to maximize my role and to influence the Chick fil A Largo location in this capacity. I commit to all elements of preserving a healthy environment and driving culture i.e. minimal politics, minimal confusion, high employee morale, and high productivity. I will lead daily to add value and protect our environment and culture on behalf of the professionals I have the privilege to serve beside each day.

Name: _____ Date:_____