TBB Holdings, Inc.

Job Title: Shift Leader

FLSA Status: Non-exempt
Department:

Job Summary

As a Shift Leader, you'll support daily operations, manage team members during shifts, ensure excellent customer service, and maintain food quality and safety standards. You'll lead by example, handle cash and inventory, and help keep things running smoothly and efficiently.

Essential Duties

- Test cooked food by tasting and smelling it to ensure palatability and flavor conformity.
- Investigate and resolve complaints regarding food quality, service, or accommodations.
- Schedule and receive food and beverage deliveries, checking delivery contents to verify product quality and quantity.
- Monitor food preparation methods, portion sizes, and garnishing and presentation of food to ensure that food is prepared and presented in an acceptable manner.
- Monitor budgets and payroll records, and review financial transactions to ensure that expenditures are authorized and budgeted.
- Schedule staff hours and assign duties.
- Monitor compliance with health and fire regulations regarding food preparation and serving, and building maintenance in lodging and dining facilities.
- Coordinate assignments of cooking personnel to ensure economical use of food and timely preparation.

Secondary Duties

- Estimate food, liquor, wine, and other beverage consumption to anticipate amounts to be purchased or requisitioned.
- Monitor employee and patron activities to ensure liquor regulations are obeyed.
- Greet guests, escort them to their seats, and present them with menus and wine lists.
- Establish and enforce nutritional standards for dining establishments based on accepted industry standards.

Supervisory Responsibilities

Directly supervises 6 non-supervisory employees. Carries out supervisory responsibilities in accordance with the organization's policies and applicable laws. Responsibilities include interviewing, hiring, and training employees planning, assigning, and directing work; appraising

performance; rewarding and disciplining employees; addressing complaints and resolving problems.

Education

This position requires some high school education.

Behavioral Characteristics

- Service Orientation -- Actively looking for ways to help people.
- Coordination -- Adjusting actions in relation to others' actions.
- Social Perceptiveness -- Being aware of others' reactions and understanding why they react as they do.
- Time Management -- Managing one's own time and the time of others.
- Instructing -- Teaching others how to do something.

Language Skills

- Oral Comprehension -- The ability to listen to and understand information and ideas presented through spoken words and sentences.
- Oral Expression -- The ability to communicate information and ideas in speaking so others will understand.
- Written Comprehension -- The ability to read and understand information and ideas presented in writing.
- Speech Clarity -- The ability to speak clearly so others can understand you.
- Written Expression -- The ability to communicate information and ideas in writing so others will understand.

Reasoning Ability

- Problem Sensitivity -- The ability to tell when something is wrong or is likely to go wrong. It does not involve solving the problem, only recognizing there is a problem.
- Deductive Reasoning -- The ability to apply general rules to specific problems to produce answers that make sense.
- Inductive Reasoning -- The ability to combine pieces of information to form general rules or conclusions (includes finding a relationship among seemingly unrelated events).
- Information Ordering -- The ability to arrange things or actions in a certain order or pattern according to a specific rule or set of rules (e.g., patterns of numbers, letters, words, pictures, mathematical operations).
- Critical Thinking -- Using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.