



JOB DESCRIPTION: SHIFT LEADER

Reports to: Assistant Store Manager, Store Manager and HDQ Management Team.

Purpose of Job: In coordination with Assistant Managers, Store Managers and GM, provide leadership and guidance to hourly staff in specific areas of the HDQ restaurant during scheduled shifts. **A shift leader must be able to perform all job functions of each crew position,** including customer service, product preparation, cash accountability, back-line food preparation and cleaning procedures.

Essential Functions:

- Assist in the HDQ team management of specific areas of restaurant during scheduled shifts.
- Ensure that your assigned HDQ restaurant is properly organized and staffed as designated by written schedule through proper job assignments, break rotation and delegation of tasks during both peak and non-peak periods.
- Conduct orientation, training and evaluation of HDQ crewmembers in all functional areas.
- Assist hourly employees at the point of sale (POS) in the execution of product promotions.
- Utilize Red Book to adhere to PRIDE systems and routines that are incorporated into the day-to-day operations of the restaurant.
- Ensures guest service in all areas meets applicable standards for quality, value and cleanliness.
- May contribute in the execution of HDQ business plan through specific job assignments and projects as determined by the HDQ Management Team.
- Responsible for timely and accurate completion of all cash accountability reports on assigned shifts.
- Able to perform the duties of all other non-management positions.
- Informs Store Manager promptly of all problems or unusual matters of significance.
- Support and adhere to HDQ Company Standards for Operations, Marketing/Communications and Brand Identity.
- Perform other duties and responsibilities as requested by the HDQ Management Team.

Accountability: Supervise the operation of specific areas of the HDQ restaurant, providing direction and leadership to crewmembers, in accordance with established standards, policies and procedures. Assist in the success of the HDQ restaurant by ensuring guest satisfaction through adhering to company standards for quality, value, service and cleanliness. Work to establish a professional working relationship with all restaurant employees to foster and promote a



cooperative and pleasant working climate, which will be conducive to maximize employee morale, productivity and efficiency. Communicate all significant issues, both positive and negative, with HDQ management staff.

Qualification Standards:

- Three or more months of HDQ restaurant experience as an hourly employee strongly preferred.
- **Service with Aloha: Qualified candidates must have excellent customer service and employee relation skills.**
- Must be capable of supervising specific areas of the business in a fast paced environment.
- Must be able to perform under pressure in a high volume restaurant including moving and responding quickly for long periods of time.
- Ability to lead, both by example and direction.
- Interact with the public and co-workers **constantly and positively** during shifts.
- Must be able to work in and out of different temperature ranges.
- Capability to stand for long periods of time.
- Ability to lift up to 30 pounds.
- Exhibit and use good manners, proper personal hygiene, *positive attitude*, and promptness.
- Adhere to proper HDQ uniform standards.

Employee Signature: _____

Date: _____

Print Name: _____

HDQ Manager Signature: _____

Date: _____