

SHIFT MANAGER JOB DESCRIPTION

Choolaah is a fresh take on the timeless experience of community ovens, where family and friends gathered around to break bread together, share stories, exchange news and reconnect.

Our Shift Managers are responsible for creating joyful guest experiences at Choolaah through oversight of the team, flawless and efficient execution of shifts, exceptional hospitality, impeccable facility cleanliness and maximizing staff potential. They have high energy, a positive attitude and passion for excellence, genuine hospitality, food quality, food safety and teamwork.

Responsibilities of Shift Manager include:

- Completes All Opening Manager Procedures
 - Leads &/or performs the opening procedures, set-up and prepares unit to be guest-ready by opening.
 - Ensures neat, clean and organized, operational audit and follows all receiving procedures.
 - Handles the reporting of all product quality and food safety issues quickly and appropriately.
 - Manages cleanliness of the facility to exceed Choolaah's and Department of Health's standards.
 - Creates Prep List and Game Plan and leads informative and inspiring Crew Huddles.
 - Ensures readiness for catering orders/delivery and planned events.
- Leads, Trains and Develops the Team
 - Trains, coaches and guides team members during the shift, ensuring that all communication, and procedural tools and steps are being used and followed – in a continuous effort to achieve operational excellence, effective communication, exceptional hospitality, safety and sanitation every day on every shift.
 - Leads through positive words and actions; embodies the Choolaah Mission, Vision and Values and motivates all levels of team members to achieve championship performance.
 - Manages and cultivates relationships with the team, the guests, and the vendors.
 - Manages team's appearance & performance and recommends corrective action as needed.
- Manages and Drives the Shift
 - Manages the shift to ensure the lowest possible wait times and exceptional hospitality while driving sales, reducing waste and upholding quality, accuracy and cleanliness standards.
 - Completes line checks and time & temp checks to ensure food quality and food safety standards.
 - Completes travel paths and executes FAST service recovery to ensure guest delight.
 - Manages shift labor to ensure proper staff utilization, breaks and overall labor efficiency during the shift.
 - Addresses all time-clock issues on the shift, Ensures accurate cash management and assists with inventory.
 - Assists in ensuring compliance with all Choolaah standards and procedures as well as all local, state and federal safety, health, employment, labor and liquor laws.
- Completes All Closing Manager Procedures
 - Leads the team through a smooth and clean closing process.
 - Secures the Choolaah restaurant and ensures the safety and security of the team at all times.

Other responsibilities and requirements of the Shift Manager position include:

- Reaching for new challenges and asking for additional responsibility
- Participating in ongoing training and development
- Ability to stand and walk for up to 10 hours per day
- Ability to lift and carry up to 35 pounds
- Ability to exert fast-paced mobility for periods of up to 6 hours in length
- Ability to work flexible shifts and schedules, inclusive of weekends and some holidays
- Ability to communicate clearly with Guests, managers and team members
- Ability to work calmly and effectively under pressure, in a fast-paced environment
- Ability to perform essential functions to Choolaah standards with or without reasonable accommodation
- Ability to perform additional duties that may be required by Choolaah

VISION

To transform the quality of life of everyone we touch

MISSION

I delight every guest every time creating raving fans

VALUES

JOY: I create joyful experiences

INTEGRITY: I honor my word

EXCELLENCE: I strive for 100%

GROWTH: I drive personal and organizational growth

CANDOR: I choose to be open and honest

