

# Shift Leader at Tres Amigos

## What Will You Do?

As a Shift Leader, you are responsible for coordinating and managing daily operational activities during your shift at Tres Amigos. You act as the link between management and staff.

## Responsibilities

- Lead and motivate staff during your shift to prepare orders as quickly and efficiently as possible.
- Provide clear instructions and guide staff on tasks that need to be completed. You're in charge!
- Ensure the smooth operation of all aspects of the restaurant, including reception, service, kitchen, checkout, and handing off orders to couriers.
- Monitor the workflow and adjust as needed to handle peak times and busy periods.
- Maintain quality standards and ensure that all dishes meet the restaurant's guidelines and procedures.
- Ensure customer satisfaction and resolve complaints when necessary.
- Supervise kitchen staff during your shift and provide feedback when needed. You hold the reins!
- Ensure compliance with all safety and hygiene standards according to restaurant regulations.
- Conduct regular inspections to maintain cleanliness and safety in the workplace.
- Take immediate action in case of safety or hygiene incidents, such as food that can no longer be served.

## Competencies:

- Problem-solving skills
- Resilience under pressure
- Ownership and accountability
- Strong sense of responsibility
- Education and Experience Requirements:
- Minimum of a high school diploma, preferably complemented by relevant hospitality experience.
- Proven leadership skills and the ability to motivate and guide a team.
- Excellent communication skills, both verbal and written.
- Willingness to work flexible hours, including evenings, weekends, and holidays