



JOB DESCRIPTION

Title: Team Leader

Classification: Non-Exempt

Salary Range: \$18-\$19/hour + Tips

Original Date: March 2021

Department: LBK

Position Status: Full Time

Reports to: Manager

Date of Review: March 2023

Job Objective

Sell and serve food and drinks in a professional manner, providing an excellent experience for all customers and guests of the establishment. Accurately and efficiently cook meats, fish, vegetables, soups, and other hot food products as well as prepare and portion food products prior to cooking. Also, perform other duties in the areas of food and final plate preparation including plating and garnishing of cooked items and preparing appropriate garnishes for all hot menu item plates.

Essential Functions

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Lead all shifts as scheduled.
- Complete administrative duties as assigned.
- Greet customers as they approach the counter and/or drive-thru.
- Interact with all guests in a friendly and fast manner.
- Provide guests with information regarding the day's deals and discount options.
- Maintain current knowledge of menu items to assist customers in making decisions.
- Take orders and enter them into the POS system.
- Take cash and credit or debit cards against orders and tender change and process cards.
- Inform customers of the amount of time it will take for their order to be prepared.
- Relay food orders to the kitchen and follow up on it.
- Assist in preparing/packing orders and ensure that condiments/napkins/utensils are included.
- Fill drinks from fountains and ask customers about their preferences for ice.
- Hand customers their orders and thank them for their business.
- Ensure counters and dining tables are kept clean and sanitized at all times.
- Tally cash register at the end of each shift and report any discrepancies immediately.
- Communicate with vendors/suppliers to ensure that adequate stock of supplies is maintained.
- Prepare and serve food items to dine-in customers.
- Strive to exceed our guests' expectations.
- Report to work in a neat and clean uniform.

- Well-groomed hair and personal hygiene are essential.
- Re-stocking of supplies and inventory.
- Prepare a variety of meats, seafood, poultry, vegetables, and other food items for cooking in broilers, ovens, grills, fryers, and a variety of other kitchen equipment.
- Assume 100% responsibility for the quality of products served.
- Knows and complies consistently with our standard portion sizes, cooking methods, quality standards, and kitchen rules, policies, and procedures.
- Stocks and maintains sufficient levels of food products at line stations to assure a smooth service period.
- Portion food products prior to cooking according to standard portion sizes and recipe specifications.
- Maintain a clean and sanitary workstation area including tables, shelves, grills, broilers, fryers, pasta cookers, sauté burners, convection oven, flat top range, and refrigeration equipment.
- Prepare items for broiling, grilling, frying, sautéing, or other cooking methods by portioning, battering, breading, seasoning, and/or marinating.
- Follow proper plate presentation and garnish set up for all dishes.
- Assists in food prep assignments during off-peak periods as needed.
- Closes the kitchen properly and follows the closing checklist for kitchen stations. Assists others in closing the kitchen.
- Attends all scheduled employee meetings and brings suggestions for improvement.
- Performs other related duties as assigned by the Executive Chef or manager-on-duty.
- Other duties as directed

Competencies

Leadership
 Conflict Resolution
 Customer Focus
 Food Safety
 Flexibility
 Time Management
 Teamwork Orientation

Qualifications

- Must be 18+ years of age
- High School Diploma/GED or 4+ years' experience
- Prior experience in kitchen preparation and cooking is preferred.

Special Position Requirements

- Valid Tennessee Driver's License
- Must have availability to work a changing schedule
- Will work nights, holidays, and weekends

Preferences

- Multi-lingual
- Serve Safe Certified
- Prompt and Reliable
- Self-starter that can also motivate others
- Commitment to making every guest's experience pleasant and memorable
- Organized and clean
- Problem solving skills
- Able to take and give direction
- Work well in team environment
- Ability to multi task

Work Requirements

- Be able to work in a standing position for long periods of time
- Be able to reach, bend, stoop and frequently lift up to 50 pounds
- Must be able to communicate clearly with managers, kitchen and serving personnel

DISCLAIMER: This is not necessarily an exhaustive list of all responsibilities, duties, skills, efforts, requirements or working conditions associated with the job. While this is intended to be an accurate reflection of the current job, management reserves the right to revise the job or to require that other or different tasks be performed as assigned.

The Loveless Cafe GP is an equal-opportunity employer and is committed to hiring and maintaining a capable and committed workforce. EOE/M/F/D/V