



SHIFT LEAD

We are looking for an experienced and passionate shift leader to join our team.

As a shift leader, your primary responsibility is to the customer, ensuring that every guest has a wonderful experience.

To be successful as a shift leader you should have excellent communication skills and a passion for customer service. You should be someone who leads by example, both in how you interact with your team as well as how to support our guests.

You will also assume a variety of responsibilities and duties such as recruiting and hiring restaurant staff, training, overseeing food quality, creating, and executing restaurant marketing strategies, developing menus, as well as greeting and serving restaurant guests and supporting service. Below is a more exhaustive list of your expected duties.

JOB DUTIES:

- Manage and oversee the entire restaurant operation
- Deliver exceptional guest services
- Ensuring guests receive The Chicho's Experience
- Plan and develop the marketing events and communicate with the marketing team to receive promotional material, flyers, etc.
- Respond efficiently to customer questions and complaints.
- Organize and supervise shifts.
- Manage and lead staff
- Assist the general manager in hiring/onboarding process if necessary
- Perform admin tasks such as filing invoices, employee files, data entry etc.
- Develop hourly staff
- Training and evaluate staff performance
- Manage food cost, forecast requirements, and maintain inventory
- Manage restaurant supplies including small wares
- Control costs and minimize waste
- Create and nurture a positive working environment
- Implement innovative strategies to improve productivity, sales, and food quality.
- Prepare for quarterly site visits, make corrections as needed and consult operating owner for approval and guidance

JOB REQUIREMENTS:

- Ideally, 2+ years of experience as a Restaurant Manager or similar role
- Ideally, 2+ years of experience customer service management
- Ideally, 2+ years of experience serving and bartending
- Nights and weekend availability required

- Valid drivers license and reliable transportation
- Experience with Microsoft Teams, Outlook, etc.
- Extensive food, beer and liquor knowledge
- Computer literacy and data entry
- Familiarity with restaurant management software
- Experience in event planning
- Strong leadership, motivational and people skills
- Good financial management skills
- Critical thinker and problem-solving skills
- Team player
- Good time-management skills
- Great interpersonal and communication skills