

# MBG Shift Leader Job Description

A Shift Leader supports the General Manager by supervising the staff to stay on task and jumping in where needed to ensure that business operations run smoothly during a shift. A Shift Leader is responsible to open by self and/or close with the General Manager. A Shift Leader must have extensive knowledge of the business operations and processes, and be able to multitask and pay attention to details. A Shift Leader should have excellent interpersonal and motivational skills, abide by our Social Promise and lead staff with respect and support.

## Shift Leader Requirements:

- Should have  $\geq 1$  year experience at MBG with excellent business knowledge
- Must maintain  $\geq 26$  hours/week
- Must work  $\geq 4$  days, including work  $\geq 2$  days during the week and  $\geq 2$  weekend days
- Must follow business policies and procedures
- Experience or natural ability to lead people
- Excellent interpersonal and communication skills
- Ability to remain calm and professional in stressful situations
- High integrity
- Strong work ethic

## Shift Leader Responsibilities:

- Work with their General Manager and position Team Leader throughout shift
- Make rounds at the top of every hour
- Observe and direct the execution of a task to the staff
- Insure proper stocking of bars, kitchen and bathrooms
- Insure cleanliness, tables bussed and table/chairs reset
- Insure fire pits/fireplaces lit and music on/appropriate level
- Motivate staff throughout the shift
- Answer staff questions
- Provide positive and constructive feedback to staff
- Resolve momentary conflict between staff members
- Be a liaison between staff or customer and the General Manager
- Provide feedback to balance labor % goals and excellent customer service
- Receive feedback from customers
- Follow opening and closing checklists
- Handle and count money accurately at closing

- Should have excellent customer service skills
- Ability to multitask
- Ability to keep up at a fast pace and navigate multiple floors