

# MBG Team Leader Job Description

A Team Leader supports and leads their bar, server section or barbacks to ensure that business operations run smoothly in their designated area. A Team Leader must have extensive knowledge of their position's operations and processes, and be able to multitask and pay attention to details. A Team Leader should have excellent interpersonal and motivational skills, abide by our Social Promise and policies and lead staff with respect and support.

## Team Leader Requirements:

- Should have  $\geq 6$  months experience at MBG
- Must maintain  $\geq 24$  hours/week
- During training, must work  $\geq 3$  days/week, including  $\geq 2$  weekends/month
- After passing the training, then must work  $\geq 3$  days/week, including  $\geq 2$  weekend days a month (in a rotation)
- Experience or natural ability to lead people
- Excellent interpersonal and communication skills
- Ability to remain calm and professional in stressful situations
- High integrity
- Ability to multitask
- Ability to keep up at a fast pace

## Bartender Team Leader Responsibilities:

- Lead staff in and around your bar during your shift
- Observe and direct the execution of a station or task to the bartenders
- Insure policies are strictly followed
- Insure drinks are made well and efficiently
- Insure cleanliness is maintained and procedures are followed
- Insure tables are bussed and table/chairs reset around your bar
- Act as a liaison with the barback to insure proper stocking of bars
- Insure music on/appropriate level
- Insure drinks are garnished appropriately
- Insure drinks are not backing up or sitting too long, may shift to help run drinks temporarily
- Motivate bartenders and runners throughout the shift
- Answer bartender or runner questions
- Provide feedback on bartender breaks
- Provide positive and constructive feedback to bartenders or runners

- Resolve momentary conflict between bartenders
- Be a liaison between bartenders or customer and the Shift Leader
- Provide feedback to balance labor % goals and excellent customer service
- Receive feedback from customers

## **Server Team Leader Responsibilities:**

- Lead staff in and around your section or area (could be inside or outside) during your shift
- Observe and direct the execution of a server section or task to the servers or runners
- Insure policies are strictly followed
- Insure drinks are garnished appropriately
- Insure drinks are not backing up or sitting too long, may shift to help run drinks temporarily
- Insure cleanliness is maintained and procedures are followed
- Insure tables are bussed and table/chairs reset throughout your server's sections
- Act as a liaison with the Barback Team Leader to insure proper bussing and trash cans not overflowing
- Motivate servers and runners throughout the shift
- Answer server and runner questions
- Provide positive and constructive feedback to servers/runners
- Resolve momentary conflict between servers/runners
- Be a liaison between servers/runners or customer and the General Manager or Shift Leader
- Provide feedback to balance labor % goals and excellent customer service
- Help handle customer questions, requests or conflict

## **Barback Team Leader Responsibilities:**

- Lead all barbacks inside and outside during your shift
- Observe and direct the execution of a task to the barbacks or bussers
- Insure policies are strictly followed
- Insure cleanliness is maintained and procedures are followed
- Insure tables are bussed and table/chairs reset throughout the building
- Act as a liaison with the Server Team Leader to insure proper bussing
- Motivate barbacks throughout the shift
- Answer barback questions
- Provide positive and constructive feedback to barbacks
- Resolve momentary conflict between barbacks
- Be a liaison between barbacks or customer and the General Manager or Shift Leader
- Provide feedback to balance labor % goals and excellent customer service