

What you'll deliver in this role:

- Drive and inspire peak performance among front-of-house and kitchen staff throughout assigned shifts to ensure seamless operations and exceptional guest experiences
- Continuously assess staff performance, deliver constructive feedback, and promptly resolve any performance-related issues to enhance team effectiveness and maintain service excellence
- Keeping things tight and in check with our restaurant's policies and procedures. We're all about safety first, making sure we create a fun yet efficient environment for smooth operations
- Continuously deliver coaching and training to elevate staff performance, driving improvement and excellence across the team
- Proactively tackle and resolve operational and customer issues as they surface during shifts, ensuring a seamless and exceptional dining experience.
- Kickstart every day with a bang, ensuring that food and equipment is set and ready for opening! And when it's time to wrap up the night, you will make sure everything's securely stored away, keeping the restaurant's daily rhythm vibrant.
- Craft shift schedules and allocate tasks to team members strategically factoring in peak hours and business requirements for optimized operations.

What you'll bring to the role:

- Proven experience, at least 2 years a supervisor. We need someone who thrives in the dynamic world of operations, especially in the fast-paced and thrilling environment of Quick-Service Restaurants.
- A great sense of humour, with a natural ability to be the best in every situation. Your glass is always half full and your joy for what you do is infectious to all those around you.
- Excellent communication skills and the ability to handle customer inquiries, complaints, and feedback in a professional manner.
- Delivers legendary customer service to all customers by acting with a customer comes first attitude and connecting with customers / responding to their needs through clear and pleasant communication; follows up with team during the shift to ensure great customer service.
- Proficiency in restaurant operations, encompassing the dynamic realms of cash handling, inventory management, and unwavering commitment to safety and impeccable hygiene standards.
- Passion for food, manaakitanga and genuine love for our customers - this will be at the core of what you do.
- A quick thinker- in the world of QSR, every shift can bring a whirlwind of surprises that require you to think on the spot. You will be the maestro of assessing situations and being able to implement solutions on the spot.
- A natural tendency to empower others, as a Shift Supervisor you aren't just ensuring your shift runs smoothly. Your innate ability to inspire and uplift others will be your secret sauce, you will be thinking about how you can empower your team to take ownership, make decisions and continue to develop.
- A harmonious working environment is what we strive for, but when things go south- your expertise in defusing tense situations will ensure your team continues to sail towards success.

