



Key Success Factors

for Shift Leaders

Preparing for the Shift

Plans for shifts 24 hrs in advance & utilizes DSPT

Knows and understands service standards and targets

Executes pre-shift checklists using Elate

Prioritizes tasks and delegates to others

Leading Great Service

Sets expectations & empowers Crew

Positions Aces in their Places

Sets targets & communicates results to Crew

Ensures hospitality standards are met

Leading Great Quality

Follows and monitors food safety during shift

Completes Ecosure walk-thrus on Elate

Follows e-Production and monitors quality

Ensures Crew are following production procedures

Maintaining Cleanliness

Routinely conducts travel paths using Elate

Assigns and follows up on PM and cleaning tasks

Monitors cleanliness of office and Crew Room

Ensures assigned shift tasks are completed properly

Creating Great Culture

Maintains a safe, respectful, and inclusive workplace for all

Reports any employee concerns to GM or Supervisor

Ensures training takes place on each shift

Takes accountability for own actions and holds others accountable for theirs

As a Shift Leader, you not only hold the keys to the register... you also hold the keys to your success! Running a successful shift helps us to run a successful organization where people can continue to grow.

Every Shift Leader is responsible for delivering outstanding quality, service, and cleanliness and creating an environment of empowerment for all team members. Routines and behaviors must be consistent from manager to manager, shift to shift.

You play a key part in creating a culture of care in the restaurants for both your customers and your Crew.