

Shift Lead Supervisor

Job Overview We are seeking a mature, dedicated and experienced Shift Leader to oversee daily operations in our East Coast Bagel Shop, located in Bountiful, Utah, as we continue to grow. The ideal candidate will possess a history of strong leadership skills and a passion for delivering exceptional customer service. As a Shift Lead, you will play a crucial role in ensuring that our team operates efficiently while providing outstanding experience for our guests.

Responsibilities

- Supervise and coordinate the activities of staff during assigned shifts, ensuring adherence to company policies and procedures.
- Manage daily operations, ensuring exact standards of food quality and service.
- Train, mentor, and develop team members to enhance their skills in hospitality and customer service.
- Handle customer inquiries, complaints, and feedback promptly and professionally to maintain satisfaction.
- Oversee cash handling procedures, including balancing cash registers, and processing payments accurately.
- Ensure cleanliness and organization of the shop in compliance with health and safety regulations.
- Assist with inventory management, including ordering supplies as needed to maintain stock levels.
- Collaborate with management to implement strategies for improving service efficiency and guest satisfaction.
- Ability to be a keyholder.

Skills

- Strong background in **hospitality** with experience in **food service**.
- Proven ability to manage a **food service** environment effectively.
- Experience with food preparation.

- Excellent **customer service** skills with a focus on guest satisfaction.
- Proficient in **cash handling** procedures and financial transactions.
- Knowledge of kitchen operations and **food service** practices.
- Ability to lead a team effectively through **shift** responsibilities.

Requirements:

- Food Handlers license, with the ability to obtain Manager certificate at a later date
- Ability to lift fifty pounds and stand for extended periods of time.
- Fluent in English- both oral and written
- Minimum 3 years full time experience in food service, with at least one of those years in a lead role.
- Schedule is Tuesday to Saturday 7am to 2pm-Permanent (this is not a summer position)

Salary Range: Negotiable based upon experience.

Submissions without resumes will not be considered.