JOB DESCRIPTION

**Job Purpose**

The Front of House (FOH) Team Lead is responsible and accountable for providing the highest level of guest satisfaction while overseeing sales, people, and standards within the restaurant. This position oversees a team of [insert #] FOH staff members.

This position creates an environment that is safe, welcoming and filled with positivity for guests and staff. The FOH Team Lead collaborates on operational/financial activities such as budgeting, menu costing, maintaining inventory, and managing labour. This position is responsible and accountable for maintaining and ensuring adherence to company policies, procedures, industry standards and government regulations.

**Key Responsibilities**

Key responsibilities include, but are not limited to:

* Ensuring a smooth and seamless guest experience by greeting, serving, addressing concerns or complaints, suggesting mutually acceptable resolutions, cashing out, and encouraging guests to return.
* Building a collaborative relationship between the FOH and BOH.
* Maintaining and ensuring adherence to company policies and procedures, employment and human rights standards, health and safety (including Food Safety) regulations, quality standards and alcohol service (Smart Serve).
* Investigating and resolving daily service issues and customer concerns/complaints.
* Coordinating FOH operations during each shift, identifying gaps in service and suggesting operating improvements.
* Participating in and championing marketing and promotional initiatives.
* Assisting with catering and special events outside of regular business hours.
* Leading, coaching, mentoring and training FOH staff.
* Performing other duties as assigned.

**Key Qualifications**

* Minimum of X years experience, preferably in a leadership role, in a FOH role.
* High school diploma is required. College diploma in Hospitality or a related field is an advantage.
* Experience using a POS system is an advantage.
* Smart Serve and Food Safety certification is required.

**Core Competencies**

* Results driven with a “guests first” attitude.
* Solid interpersonal skills, cheerful, fun, and calm under pressure.
* Strong oral and written communication skills.
* Willingness to learn, grow and adapt.
* Collaborative, mentoring, team-oriented, leads by example.
* Exceptional organization and time management skills and demonstrates a strong attention to detail.

**Working Conditions**

* Shift: [insert].
* Overtime and on call hours as well as working on holidays may be required.
* Indoor dining room and outdoor patio, weather permitting.
* Moves furniture when preparing special arrangements and lifts up to 50 lbs.
* Long periods of standing, walking, slight stretching and slight bending. Repetitive hand/arm/wrist movements. Occasional sitting, crouching, pushing, and pulling.
* Exposure to heat, steam, noise, artificial light and the public.
* Must obtain and maintain Smart Serve, Food Safety and WHMIS certification.
* Must have reliable transportation; a car with valid license/insurance is an advantage.
* Must pass background check