

# Position Description

## Salaried Shift Manager



### Role overview:

#### Position Purpose:

To lead and supervise restaurant operations during assigned shifts, ensuring the consistent delivery of quality products, exceptional service, and a clean environment. Provide guidance, motivation, and leadership to team members to uphold the guest promise, drive team performance, and maintain operational standards.

**Reports to:** Restaurant Manager

#### Key Relationships:

##### Internal

- Team Members
- All Managers, including Shift Leads
- Team Trainer
- Maintenance

##### External

- Guests

#### Burger King® Vision

“NZ’s First Choice Burger Brand”

#### The Guest Promise

Burger King® is flame grilled burgers, fries and soft drinks at a good value, served quickly and consistently by friendly people in clean surroundings.

### Everyday I will ...

- Lead shift operations to deliver quality products, friendly service, and a clean restaurant, ensuring the guest promise is met
- Coach, motivate, and support my team to perform at their best, fostering open communication and a positive work environment
- Uphold health, safety, and food standards, ensuring the well-being of team members, guests, and maintaining product quality
- Ensure guests receive friendly, efficient service, addressing any concerns or complaints professionally
- Manage shift operations effectively, including delegating tasks, overseeing staff breaks, handling administration, and controlling costs
- Maintain restaurant cleanliness, equipment, and facilities, ensuring a safe, hygienic, and welcoming environment

### Outcomes I am responsible for...

#### Lead and Manage Shift Operations:

- Oversee daily restaurant operations to meet quality, service, cleanliness (QSC), and guest promise standards.
- Plan and implement shift activities, ensuring smooth transitions and consistent operational flow.
- Delegate tasks effectively, following up to ensure timely and accurate completion.
- Identify operational issues promptly, resolving or escalating them when necessary.
- Ensure all team members adhere to operational procedures and policies during the shift.

#### Coaching & Developing Team Members:

- Motivate, guide, and support team members to achieve individual and team goals.
- Provide regular, constructive feedback and conduct performance discussions.
- Train team members on operational procedures, service standards, and safety protocols.
- Recognise and celebrate team achievements to boost morale and retention.
- Foster a positive, inclusive, and collaborative team environment, promoting open communication.

#### Delivering exceptional Guest Service:

- Ensure guests receive friendly, efficient, and consistent service at all touchpoints.
- Address guest feedback promptly, resolving complaints with professionalism and empathy.
- Promote guest-focused behavior among team members, leading by example.

- Ensure the guest promise is delivered through consistent service, product quality, and cleanliness.

#### Maintain Health & Safety, and Compliance:

- Uphold all health, safety, and food safety regulations, ensuring full team compliance.
- Identify and manage workplace hazards, conducting regular safety checks and inspections.
- Ensure team members are trained in safe work practices and wear appropriate PPE.
- Complete required safety documentation, including incident reports and QSC checklists.
- Promote a safety-first culture by encouraging team feedback and participation in H&S initiatives.

#### Manage Profitability and Cost Controls:

- Control labor and minimize waste through effective scheduling and accurate production planning.
- Follow cash handling procedures to ensure financial accuracy and prevent discrepancies.
- Analyse on-shift performance and implement real-time strategies to increase sales and achieve targets.

#### Ensure Cleanliness and Equipment Maintenance:

- Maintain cleanliness standards across the dining area, kitchen, bathrooms, and external areas.
- Assign cleaning tasks to team members, ensuring timely and thorough completion.
- Ensure all equipment is cleaned, maintained, and operated safely according to guidelines.
- Arrange repairs or servicing of equipment and facilities in consultation with management.

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### What I will bring to the role...

#### Own It & Lead the Way

Step up, take charge, and lead by example. Stay positive, take responsibility for outcomes, and keep things moving—even when it gets tough.

#### Make It Happen

Stay focused on goals and push for great results. Face challenges head-on with a solution-focused attitude and keep improving every day.

#### Grow the Team, Grow Yourself

Help others be their best by sharing knowledge, offering feedback, and celebrating wins. Coaching is about lifting each other up and growing together.

#### Put Customers at the Heart

Make every guest feel welcome, valued, and heard. Deliver friendly, top-notch service and go the extra mile to create positive experiences.

#### Be Real & do What's Right

Keep it honest, reliable, and fair. Own your mistakes, learn from them, and always stay true to Burger King's values.

#### Bring the Energy & Take Action

Stay motivated, take initiative, and jump into tasks with enthusiasm. Be the person who makes things happen and keeps the momentum going.

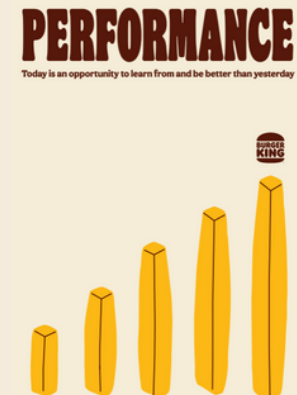
#### Connect & Collaborate

Build connections with your team through open communication, respect, and positivity. Support each other and keep things inclusive and fun.

#### Stay Cool Under Pressure

Keep calm, focused, and flexible when things get busy. Handle multiple priorities like a pro without sacrificing quality or service.

### What we value...



### Skills & experience for success...

#### Important for the role:

- 12+ months of team management experience in a fast-food restaurant or similar food, hospitality or retail environment.
- Completion of the following essential training courses:
  - SSE – Safe Serve Essentials
  - BK University
  - BK Foundations
  - Shift Training Certification
- Achieve 95% or higher on the core competency assessment.

#### Would be helpful to have:

- Completion of the Equipment Essentials Workshop (Shake, Ice, Broiler).
- Experience leading teams in high-pressure, fast-paced environments.
- Strong understanding of food safety, health, and operational standards.