



Antares Restaurant Group Ltd
Position Description – Shift Assistant / Leader

Position Title: Shift Assistant / Shift Leader

Reports to: Restaurant Manager

Key Relationships:

Internal: Fellow Team Members
All Managers within the Restaurant
Production and Service Coordinator
Team Trainer
Maintenance
RSC

External: Guests
Suppliers

BK Compass:

Straight Up

I do the right thing BKos its right

- I communicate openly and honestly
- I stand up for what is right
- I do things the right way

Own It

BKos I do what I say

- I take responsibility for my actions
- I fix it if it's not right
- I get stuck in to achieve results

Team Up

BKos together we can achieve anything

- We unite towards a common goal
- We respect everyone
- We look after each other

Bring It

BKos we make it fun

- We bring a positive attitude
- We get fired up
- We have a laugh

Burger King® Vision

“Single Most Loved 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.

Position Purpose: The Shift Assistant/Shift Leader role is to provide quality products, service and cleanliness at all times and ensure guidance, motivation and leadership of the team to ensure the guest promise is delivered by assisting the Shift Leader throughout the shift. The Shift Assistant/Shift Leader role is expected to lead the shift when required, this will usually be determined by the schedule, at the Shift Leaders request or to meet the operational need of the restaurant.

Key Result Area	Accountabilities
<p>Production and Service Coordination</p> <p>Owns and leads a designated production and/or service area</p>	<ul style="list-style-type: none"> • Consistently follows proper procedures on stations and ensures Team Members do the same through providing effective coaching and support • Implements a plan to ensure production and service levels are maintained to the required standard throughout the shift • Identifies and resolves any issues which may prevent or slow down achievement of production and service levels • Allocates jobs to Team Members and follows up to ensure all tasks are completed at the end of the shift • Keeps track and minimizes shift production waste and guest giveaways • Effectively uses Product Level System to monitor production levels and hold times
<p>Team Member Training</p> <p>Provides Coaching and Guidance for all Team Members</p>	<ul style="list-style-type: none"> • Follows proper procedures on stations and ensures that others are doing the same • Allots secondary jobs to Team Members and follows up that the tasks are done before the shift is over (but not during rush periods) • Ensures other Team Members have breaks and informs restaurant management if a Team Member has not taken a break • Helps ensure that the Team Members meet the speed of service target and provides training and guidance for Team Members to obtain this target • Acts as a role model for all Team Members • Ensures that the kitchen is adequately stocked according to level of sales expected so as to maintain speed of service in conjunction with the Restaurant Management • Maintains store cleanliness and image standards and encourages other Team Members to do the same • Knows how to do both opening and closing procedures • Undertakes additional responsibilities as directed by the Restaurant Manager • Conducts skills verification with Team Members as per agreed company standards
<p>Guest Service</p> <p>Consistently Providing Friendly and Efficient Service</p>	<ul style="list-style-type: none"> • Role models and ensures Team Members follows the five steps of front counter and drive thru service • Acknowledges and recognizes regular Guests • Assistance to guests is offered as necessary • Builds strong relationships with all key Guests and other Crew Members • Minor complaints are handled effectively and politely, and as per the company policy • Focuses on delivering a positive Guest experience • Provides an exceptional level of Guest service (Front Counter and Drive Thru) and trains other Team Members to do the same • Children are recognized and rewarded with crowns • Communicates effectively with Team Members, Management and Guests • Displays leadership and trains new Team Members • Maintains proficiency level 3 (Certified Team Member training standards) on all guest service areas
<p>Making burgers and other Burger King products</p> <p>To make the best burgers and other Burger King products in the fast food industry</p>	<ul style="list-style-type: none"> • Procedures are followed as learnt through BK Link online training materials and on the job training • Made to order burgers are made as requested and marked properly • Checks and uses the best quality products available • Understands and complies with portion sizing as per the operations manual • Keeps track of waste and informs restaurant management if there are problems

<p>Food Preparation and Levels of Service</p> <p>Ensures Restaurant Maintenance is completed appropriately</p>	<ul style="list-style-type: none"> • Sufficient food is prepared for each shift • Condiment expiry times are recorded on the pan • Expired products are discarded into the supplied waste bin and are counted • Ensures only top quality products are used • Keeps track of waste and informs restaurant management if there are problems • Monitors production levels • Identifies food preparation which is not at the required standard and fixes as well as providing teach and coach sessions to improve food preparation standards
<p>Cleanliness and Safety</p> <p>To ensure that the service area, dining area, kitchen, bathrooms, entry doors/glass and outside area are always spotlessly clean, inform management of any inconsistencies</p>	<ul style="list-style-type: none"> • Procedures as set out during the training are followed, including <ul style="list-style-type: none"> ○ Sanitizing work benches frequently ○ Sweeping the floor to remain free of food • Washing equipment after use <ul style="list-style-type: none"> ○ Cleaning and wiping tables after use ○ Mopping dining area when necessary (remembering to put signs out) ○ Cleaning bathrooms regularly ○ Picking up rubbish and emptying bins • All assigned tasks are completed as requested • Colour coded cleaning system (Clean and Safe Platform) followed at all times • Is a member of and actively participates in the Health and Safety Committee
<p>Personal and Team Members Appearance</p> <p>To ensure a high standard of personal hygiene and correct uniform is worn at all times in accordance with Team Member Workplace Appearance Policy and informs management of any inconsistencies</p>	<ul style="list-style-type: none"> • Always meets required standards as per company Workplace Appearance policy
<p>Equipment Usage and Utilisation</p> <p>To maintain the condition of the equipment used by the restaurant and maintain Health and Safety standards</p>	<ul style="list-style-type: none"> • Instructions are followed as set out during training • Any damage to equipment is reported to the Manager immediately • Protective safety clothing and equipment is always used e.g. wizard glove/personal protective gear • Reports any incident/accident that may affect the safety and security of employees
<p>Cash Transactions</p> <p>To protect staff and Burger King from cash discrepancies</p>	<ul style="list-style-type: none"> • Procedures as outlined in the Cash Register policy are followed • Unusual occurrences are reported to management
<p>Shift Management</p> <p>Leads Shift Operations</p>	<ul style="list-style-type: none"> • Implements shift plan to achieve QSC (Quality Service Cleanliness) and Guest Promise • Identifies issues that hold up progress and escalates to manager if required • Identifies and makes recommendations on any issues that hold up the progress in delivering the guest promise • Identifies issues and problems and makes good decisions • Ensures all staff breaks are taken on every shift as required • Shares responsibilities by delegating tasks to the team and follow up on accurate and timely completion • Builds strong relationships with all key stakeholders, guests and staff • Addresses and manages staff and guest conflict as it arises using resources (e.g.: HR) and gaining satisfactory resolution for the company and for the individual • Completes all administrative duties associated with shift duties • Communicates key information to Team Members • Coaches team members to deliver the guest promise

<p>Team Development Builds Team Member Talent</p>	<ul style="list-style-type: none"> • Promotes teamwork • Trains team members as required • Sets challenging goals for each shift, for both self and team • Builds strong team through reward, recognition and acknowledging individuality • Coaches and develops employees giving feedback as required
<p>Health and Safety and Compliance Restaurant Compliance with Appropriate Regulations Ensure the Health & Safety of all employees</p>	<ul style="list-style-type: none"> • Help to make sure employees are engaged, participate and give feedback into H&S matters in the workplace • Promote and attend H&S training and show that you understand what you have learnt • With the Restaurant Manager, manage risks and hazards as per NZ law and BK policies & procedures (this includes risks due to stress, harassment, bullying) • Corresponds and is compliant with local health regulations • Completes QSC checklist and cookouts • Help to ensure employees are trained in safe work practises, monitor work practises to ensure safety procedures are being followed and help to re-train where necessary. • Ensure all equipment is maintained in safe working order and is operated in accordance with company safety standards. • Help to ensure employees are aware of the accident and emergency procedures. • Ensure all accidents/incidents are reported and that the RM/ARM are aware of them. Investigate accidents/incidents and take any necessary preventative or corrective action. • Ensure employees on shift are wearing the appropriate PPE when required • Ensure all employees on shift are wearing covered in and slip-resistant shoes
<p>Profitability Assists with Promoting Restaurant Profitability</p>	<ul style="list-style-type: none"> • Controls labour using the manning guide • Controls waste by accurately calling production levels, monitoring production quantities and procedures • Monitors discounts and refunds ensuring that appropriate procedures are followed • Ensures cash procedures are followed • Sets financial and operational goals and achieves results • Analyses store performance and resolves any identified issues
<p>Maintenance Ensures Restaurant Maintenance is completed appropriately</p>	<ul style="list-style-type: none"> • Ensures restaurant is maintained in a clean and safe manner • Ensures equipment is maintained in accordance with the restaurant equipment manual • Ensures all cleaning duties are assigned and completed • Calls service technicians to repair equipment and facilities in consultation with the management team

NOTE: the precise performance measures for this position will need further discussion between the jobholder and the Manager as part of the performance development system

Competency Profile:

COMPETENCY	DESCRIPTION
Leadership and Accountability	Demonstrates leadership skills through taking responsibility and ownership for ensuring company standards are achieved and exceeded. Shows proactivity, initiative and the ability to lead and influence others in a positive manner under pressure
Results Orientation	Achieves outstanding results through coaching and leading other people
Coaching & Training	Proactively identifies coaching opportunities with Team Members and up skills them to meet the required standards. Patiently and methodically trains new team members to perform all functions.
Guest Focus	Talks to internal and external Guests with warmth, enthusiasm and respect; maintains eye contact with Guests and smiles; thinks about Guests needs;
Personal Integrity	Is seen as someone who is honest, reliable and trustworthy. Admits mistakes. Role models the BK values
Action Orientated	Enjoys getting stuck in and working hard; Can do attitude; Full of energy and enjoys a challenge; works best in a fast-paced busy environment
Interpersonal Skills	Relates well with all sorts of people; Bubbly and cheerful; Acts in a way which helps create a positive, fun team environment
Working Under Pressure	Is able to multi-task and work effectively and efficiently in a busy and fast-paced environment.
Energy and Passion	Demonstrates enthusiasm through body language and verbal communication. Is pleasantly optimistic, positive and this is infectious. Demonstrates pride in their work and encourages this amongst team.

Experience required:

Essential: is the absolute minimum the job requires	Preferred:
Completion of the following training courses <ul style="list-style-type: none"> - SSE – Safe Serve Essentials - BK Guru – Team Member Training - Foundations - Equipment Workshop (Shake, Ice, Broiler, Fryer, Coffee Machine) 	Team management experience
Minimum of 9 - 12 months experience in an Hourly Manager or similar role in a fast food restaurant or food retailer	
Achieves 95% or greater on the core competency assessment	