



# Operations Lead

An Operations Lead is responsible for providing quality service to guests by assuming responsibility for store operations.

## Responsibilities

- Whole-heartily supports the General Manager and Assistant General Manager.
- Upholding and living out the TBar's vision by communicating clear goals to team members.
- Building an emotional connection with guests through exceptional product quality and service.
- Upholding the firm's best operations standards.
- Communicating clear and precise goals to team members.
- Validating standards are being achieved.
- Greeting guests, preparing and serving beverages/food, and handling payment.
- Training, coaching, and developing team members.
- Holding team members accountable for individual responsibilities.
- Assisting the General Manager (GM) and Assistant General Manager (AGM) with administrative activities.
- Full time commitment – weekdays, weekends, day and night shifts.

## Essential Functions

### 1) Staff Development

- Develops store team members and promotes teamwork.
- Identifies and develops team members with high levels of potential into future store leaders.

### 2) Training

- Trains, FOH and BOH, on the best practice operational procedures and responsibilities.
- Trains team members on company policies, procedures and operations standards.

### 3) Team Member Relations

- Promotes a safe and empowering environment for team members to listen, appreciate and challenge each other.

### 4) Exceptional Guest Experience

- Builds an emotional connection with guests through an exceptional and memorable foodservice experience.
- Strives to exceed guest's expectations daily.
- Greets guests in a friendly and hospitable manner.





### **5) Store Environment & Operations**

Upholds the TBar's operation standards and provides a high level of foodservice hospitality.

Conducts food safety and work safety checklists.

Cleans all areas of the store following proper procedures in the use, handling, and storage of cleaning chemicals.

Ensures compliance with all food safety, work safety, and sanitation requirements.

### **6) Financial Cash Handling**

Follows the TBar's cash handling procedures and policy, including cash, credit cards, gift cards and other payment methods accepted by the company.

Operates the POS system accurately and efficiently. Able to perform cash register opening and closing procedures.

### **7) Administration**

Assists the GM in administrative responsibilities; such as preparing reports, placing orders, monitoring inventory, etc.

## **Knowledge, Skills and Abilities**

Embodies and teaches the TBar's mission, values and culture.

Strong understanding of all operations practices; includes store opening and closing.

Thorough knowledge of FOH and/or BOH operations.

Strong understanding of serving protocols, menu, and recipes.

Ability to assist with administrative work, including invoices, reports, and inventory.

Ability to maintain a smooth operation in the absence of the GM.

Ability to consistently apply TBar's cash handling policy and procedures.

Ability to train new or existing team members.

Strong understanding of work and food safety.

Application of the work and food safety checklists.

Ability to embrace change and continuously learn.



## **Success Measures**

Embraces the TBar's mission and culture.

Performs assigned responsibilities according to standard operations practice.

Maintains a smooth store operation in the absence of the GM.

Ensures the delivery of exceptional guest experience.

Consistently earns positive feedback from team members, guests, and fellow operations leads.

Provides effective administrative support as requested by the GM.

## **Compensation**

Competitive hourly wage + tips.

Health insurance.

401(k).

PTO.

Healthy and delicious discounted shift meals.

Opportunities for advancement and re-location to new stores.

Free TBar gear and rewards through our Club Teaz rewards program.