

FIVE GUYS®

BURGERS and FRIES

Position Title: Shift Manager

<u>Immediate Supervisor:</u>	General Manager
<u>Jobs Supervised:</u>	Shift Leaders and Crew Members
<u>FLSA Status:</u>	Non-Exempt
<u>Date Updated:</u>	August 2018

Job Content

Summary: Shift Managers are trained to perform all of the duties performed by the Crew Members and Shift Leaders, with additional responsibility for directing the daily operations of a restaurant in the Restaurant General Manager's absence, ensuring compliance with company standards in all areas of operation including product preparation and delivery, customer relations, restaurant maintenance, team management, inventory management, financial accountability, and other duties as required or assigned.

Essential Duties and Responsibilities:

- Maintain fast, accurate and outstanding service, ensures an excellent customer experience, and makes sure all products are consistent with company standards.
- Ensures that the Occupational Safety and Health Act, local health and safety codes, as well as the company safety and security policies are being adhered to.
- Leads Crew Members and directs all daily operations of the restaurant in the absence of both the General and Assistant Managers to include: opening and closing the store, ensuring all food preparation is complete, managing employees breaks and shift changes, and completing shift summary reports.
- May assist Manager in day to day operations with tasks that include but not limited to scheduling, ordering, and team development
- Makes sure the restaurant is in compliance with the preventative maintenance program with regards to facility, equipment, and grounds maintenance.
- Works as a team player to support other employees complete their tasks.
- May assist Manager in interviewing of Crew Members
- Excel in performing all Crew Member tasks to include: runner/frontline coordinator, order taker/ dining room attendant, grill operator, sandwich maker, fry station, drinks and cashier.
- Motivates, coaches, and assists in the training of new Crew Members.
- Completes all other duties assigned as necessary.

Qualifications Guidelines:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education/Experience:

- High School diploma or equivalent preferred, candidacy for the same acceptable
- ServSafe Certification
- 1-2 years of supervisory experience in a food service or retail environment preferred
- Must have a great attitude, high energy and the desire to work
- Strong problem solving skills and decision making ability is required
- Proven ability to be flexible and adapt in any situation

Language Ability:

Excellent verbal and written skills are necessary. The successful candidate/employee will be required to use written, verbal and group communication skills. The ability to read, write and comprehend instruction is necessary.

Math Ability:

This position requires basic math skills.

Computer Skills:

Good computer skills required in order to operate POS (cash registers) systems.

Supervisory Responsibilities:

This position requires occasional supervisory responsibilities in the absence of the General and Assistant Managers.

Physical Demands:

This position will require long periods of standing on hard surfaces, occasionally in warm temperatures. There is also likely to be extensive lifting of supplies and materials. The use of hands and arms to reach for, grasp and manipulate objects is required. There will be constant exposure to hot equipment and oil throughout the work day.

Special Requirements/Certification:

- ServSafe Certification
- Five Guys Quality Control Certification

The above job description is not intended to be an all-inclusive list of duties and standards of the position. Incumbents will follow any other instructions, and perform any other related duties, as assigned by their supervisor, policy and company management.