



**A&W RESTAURANT - WINCHESTER
POSITION DESCRIPTION: SUPERVISOR**

BASIC FUNCTION

The Shift Supervisor is responsible for ensuring an excellent experience for their guests by coordinating the team to exceed expectations on every visit. The Shift Supervisor leads their team in caring for their guests first before anything else, delighting them with friendly and caring service that creates loyalty to their restaurant. The Shift Supervisor also ensures the team contributes to achieving A&W operating standards for the restaurant, and achieving financial results on their shift.

REQUIREMENTS

You will excel and find happiness in this job if you:

- Have proven exceptional guest service skills – you know what it takes to rally a team to deliver this to every guest on every visit;
- Enjoy mentoring people – you’re a natural at supporting staff in their learning, including how to prepare perfect food to standard recipes or customized for guests;
- Embrace change - and get excited to rally the team to implement new innovation from A&W;
- Have a knack for dealing well with a variety of people;
- Have initiative, good judgement and decision making – you’re also responsible, reliable and honest.
- Love working in a team – and together as partners to get the job done in a dynamic fast food environment.

Education:

- Education is an asset, but no minimum requirement;
- Completion of all NET training modules and Climate module;
- Knowledge of and adherence to all Operating Standards including product quality, service and cleanliness;
- Knowledge of general emergency and first aid procedures as required by legislation;
- Possession of a valid Food Safety Certificate.

Experience:

- Excellent guest service
- Competence at all restaurant positions
- Leadership experience, including the ability to direct the work of others
- Ability to learn quickly
- Ability to work as part of a team
- Effective communication skills
- Ability to multi-task



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- Basic mathematical skills
- Knowledge of the retail environment
- Strong interpersonal skills

Working Conditions:

- Working in a fast-paced environment
- Working in a diverse environment with many different personalities and attitudes
- Working together as partners, as a cohesive unit with co-workers
- Working with hot products and equipment
- Working with cleaning materials and chemicals
- Working in a noisy environment
- Working with sharp objects (knives, slicers, etc.)
- Use of portable or step ladder may be required

Physical Requirements:

- This position requires the employee to stand for an extended period of time (up to 8 hours)
- Occasionally must lift heavy boxes when dealing with product inventory (max 50 lbs.)
- Engaging in repetitive tasks such as preparing/assembling orders and products and regular cleaning of restaurant facility
- Must always be mentally alert to ensure the safety of yourself, co-workers, and guests at all times
- Maintaining good personal hygiene and appropriate uniform
- Having the capacity to handle stressful situations

PRINCIPAL ACCOUNTABILITIES

1. Builds an outstanding daily Climate on their shift by fostering regular progress toward the achievement of A&W's Climate Goals. This includes:

- Attending or leading all Climate Meetings and daily huddles;
- Ensuring the well-being and safety of guests and staff;
- Modelling a positive and professional demeanor while working;
- Attending or leading GX circle meetings (feedback sessions) when selected;
- Following and enforcing all personnel policies issued (e.g. Discrimination, Harassment, Bullying and Violence Policy, Media Policy, Confidentiality Policy, etc.).

2. Supports Management in building a high performing restaurant team, including:

- Training and coaching staff as directed by management by positively reinforcing successful performance, and giving respectful and encouraging coaching as needed;
- Following work schedules and maintaining regular and consistent attendance and punctuality;



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- Providing feedback on staff performance and recognizing alarms or changes in staff morale and communicating to the restaurant manager;
- Creating a positive learning environment by providing clear, specific, timely and respectful coaching and feedback to partners on shift to ensure operational excellence and to improve partner performance;
- May interview new employees.

3. Ensures delivery of an exceptional guest experience by caring for their guests first before anything else. This includes:

- Following up with staff during the shift to ensure their delivery of delighting guests with friendly and caring service at every visit, including:
 - Greeting guests upon arrival;
 - Serving guests warmly with clear and pleasant communication;
 - Handling guests' special requests and allergies with care;
 - Acknowledging and handling guest concerns with help from
 - Actively improving the guest experience by learning from and acting on guest connect responses;
- Ensuring effective prep, production charts and staff positioning (assigning positions and managing breaks).

4. Executes store operations during scheduled shifts, including:

- Opening and or closing restaurant;
- Ensuring the restaurant team is achieving A&W operating standards and food safety requirements;
- Maintaining a calm demeanor during periods of high volume or unusual events to keep restaurant operating to standard and to set a positive example for the shift team;
- Ensuring that all restaurant cash handling standards and procedures are met and followed by the shift team;
- Providing quality products consistently for all guests by adhering to A&W recipe and presentation standards;
- Follows health, safety and sanitation guidelines and standards for all products;
- Inspects kitchen and dining areas and kitchen utensils and equipment to ensure sanitary standards are met;
- Requisitioning and inspecting food, supplies, and equipment to maintain stock levels and ensure standards of quality are met.

5. Responsible for financial results on their shift, including:

- Ensuring profit targets for food cost and labour cost are achieved on their shift;
- Managing cash.



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6. Resolves and documents any issues within their realm of authority concerning the restaurant, staff and guests according to restaurant policies. This includes:

- Anticipating guest and restaurant needs by constantly evaluating environment and guests for cues;
- Moving throughout the facility and kitchen areas to visually monitor and take action to ensure food quality and service standards are met;
- Keeping records, such as amount and cost of meals served and hours worked by employees;
- Verifying temperatures, judge appearance and taste of products and check preparation methods to determine quality;
- Giving guidance toward improvement and making necessary adjustments for consistency.
- Inputting and retrieving data and changing computer procedures using complex series of keypunches to program system.