

FOH Training Coordinator

The FOH Training Coordinator will be responsible for creating and implementing remarkable training systems to equip Team Members to be successful in their roles.

Key Responsibilities:

- Leading and overseeing the coordination of all aspects of new hire training and re-training current Team Members as needed
- Training schedule for all Team Members
- Conducting a remarkable and engaging training process with a sharp focus on our Core Values, our commitment to service and on the Vision of our organization
- Ensures follow through with all Learning Coaches to successfully train our new Team Members to perform in their roles
- Oversee the training and execution of all new roll outs
- Actively develop Team Members into Learning Coaches
- Point person for problem resolution, proactive planning, and continuous improvement to create an industry leading training experience
- Successfully communicates all goals, initiatives and measurements to Team Leaders, Learning Coaches, and Team Members (Annual Vision)
- Provide weekly updates due at 5:00pm on Saturdays with agreed upon metrics and project details

Success Factors:

- Team Members growing and developing into new roles
- All Team Members On-boarded and trained successfully, completing individualized training plans
- Documented systems for new hire and on-going training
- Collaborate to ensure the Team is prepared and trained for upcoming roll outs of new products
- Our team is made up of 90% "A Players" (determined by quarterly evaluations)
- Adequate number of highly trained and engaged Learning Coaches to successfully execute the training plans set forth by FOH Training Directors
- Positive Director feedback regarding the readiness of new Team Members to perform at a high level
- Top 20% in all relevant CEM scores

Key Traits:

- Intentional Observation of Team Leaders/Team Members for employee evaluations
- Embodies a Growth mindset and takes initiative to grow our brand
- Be able to solve problems using critical thinking skills and appropriate resources
- Offer and receive peer-to-peer coaching and accountability to continually improve the business
- Embodies the core values of the organization which include servant spirit, hustle, optimism, and ownership
- Lives out the Organization's Vision: To be East Pasco's most Caring Company