

PM Kitchen Coordinator

The PM Kitchen Coordinator will oversee PM kitchen operations including upholding all Chick-fil-A Quality and Safety Standards, training/development of the night time back of house team, and any associated metrics

Key Responsibilities:

- Ensure all Chick-fil-A processes and procedures are followed
- Ownership and oversight of the PM BOH team, and the ability to coach and hold accountability to both Team Members and Shift Leads in this regard
- Acting as a point person for operational excellence and problem resolving for PM shift
- Diligent attention to the cleanliness, organization, and appearance of the kitchen
- Knowing all Chick-fil-A Quality benchmarks and being an area expert of Food Quality
- Understands our Food Quality Strategy and executes it at a high level
- Personal completion of Food Quality Assessments
- Monitoring smart shops AND in-house assessments (eRQAs / NAOQs) in order to gauge where the areas of opportunity for Food Quality are
- Collaboration with the BOH Training Director about quality practices for training and retraining purposes at PM
- Creating solutions to areas of opportunity found throughout assessments
- Provide weekly updates due at 5:00pm on Saturday with agreed upon metrics and project details

Success Factors:

- Safe Daily and eRQA at 100% completion, tracking and actioning opportunities discovered
- Quality Improvement Visit score of 98% or above
- SOS under 3:30 for PM dayparts
- Food Safety Score of 1
- Positive food cost gap of <.65
- Top 10% Labor
- Top 20% in all relevant CEM metric

Key Traits:

- Exhibit superior knowledge of our purpose, vision and core values
- High level of operational awareness
- Key understanding of Food Quality standards
- Always willing to implement and improve current and new systems
- Utilizing the team and leaders given to work as a whole team to achieve success
- 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