

# Front of House Director

**The Director of Front of House will be responsible for the execution of the Winning Hearts Everyday Strategy connecting every Team Member's every day to our shared Vision of becoming East Pasco's Most Caring Company.**

## Key Responsibilities:

- Coaching and holding all Team Members accountable on the Winning Hearts Everyday behaviors.
- Enthusiastically lead the Hospitality and 2nd mile service initiatives in our organization
- Coordinating all details necessary for catering orders with the Catering Director to ensure timely preparation and execution
- Coaching behaviors of all Team Leaders and Team Members who work the Dining Room to include Table Touches and providing a refreshingly clean environment
- Leading the Chick-fil-A One App initiative in restaurant
- Collaborate with the Director of Sales and Brand Growth to implement and encourage suggestive selling and sampling efforts with the Front Counter team
- Successfully communicates all goals, initiatives and measurements to Team Leaders and Team Members (Annual Vision)
- Create/Implement Strategy and Infrastructure to take our Drive-Thru to the Next Level
- The speed and accuracy of our Drive-Thru during all dayparts
- Coaching the behaviors of all Team Leaders and Team Members who work in the Drive-Thru. Those behaviors include:
  - Proper bagging to ensure quality and accuracy of food
  - Maintaining a clean and organized workplace
  - Core 4 and engagement with the guest at all times
  - Development, coaching, and accountability of drive-thru systems to all Team Members
  - Creating, tracking, and communicating all on-going goals and strategy for the team to rally around
  - Applies LEAN strategy to the drive-thru.
  - Lead a safe drive-thru by ensuring vests, cones, etc. are utilized
  - Oversee and maintain all drive-thru equipment. I.E. iPads, card readers, sunshades, etc.
  - Provide weekly updates due at 5:00pm on Saturday with agreed upon metrics and project details

## Success Factors:

- Team Members growing and developing into new roles
- Top 20% in all relevant CEM scores
- Top 10% in Labor
- 40% Chick-fil-A One percent of sales
- Smart Shop Metrics
- Labor Cost at Top 20% Productivity

## Key Traits:

- Exhibit superior knowledge of our purpose, vision and core values
- 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