

# Experience Coordinator

**The experience coordinator is responsible for overseeing and enhancing the overall experience of our team members and guests in the organization**

Key responsibilities:

Team member experience:

- Plan Team Member birthday celebrations, work anniversaries and life event celebrations a minimum of one week in advance
- Post new hire introductions in group communications
- Celebrate Team Member successes when they deliver elite guest experiences
- Assist with quarterly team member evaluations and bi-annual surveys
- Ensuring the game ball is stocked with gift cards and is being utilized weekly
- Always on team member surveys
- Finalizing a gift for TMOTQ

Guest Experience:

- Support in the Install of POP/other marketing materials and signage in the restaurant if needed
- Coach Team on our Hospitality Model across all sales channels
- Know Restaurant CEM scores and smart shop assessments results to identify areas of opportunity for continuous improvement and share with the team
- Be an app ambassador coaching the Team on the “why” behind our app
- Look for opportunities to add value to guests by promoting our app
- Respond to Cares comments in a timely manner
- Complete Smart Shop assessments weekly

Key Traits:

- Possesses a passion for people and world-class service
- Be creative and innovative to continue to build the brand
- Embody the core values of the organization which include servant spirit, hustle, optimism, and ownership
- Live out the Organization’s Vision: To be East Pasco’s Most Caring Company
- Allocate a minimum of 2 hours per week to research FOH metrics and create weekly action plan
- Communicate all CEM goals & areas of opportunity to Team Combine critical thinking and practical leadership to create a culture of innovation
- Effectively coach and give direction Offer and receive peer-to-peer coaching/accountability to continually improve the organization

Success Factors:

- Top 20% in all relevant CEM Scores
- 100% completion in all Smart Shop self-assessments
- 40% of sales through the CFA APP
- 85% Team member engagement surveys response rate