

BOH Operations Director

The Kitchen Director will oversee all kitchen operations including upholding all Chick-fil-A Quality and Safety Standards, training/development of the back of house team and managing all relevant BOH expenditures

Key Responsibilities:

- Ensure all Chick-fil-A processes and procedures are followed
- Diligent attention to the cleanliness, organization, and appearance of the kitchen
- Proactively maintaining all restaurant facilities and equipment
- Create the BOH Schedule for all operational needs and publish Friday nights
- Development of new leaders and ongoing development of leadership across the organization
- Utilizing the below success factors to gauge status of business, processes and systems and make updates as needed
- Oversees and assists the Inventory Director in ensuring stock level is correct and store organization is up to par
- 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
- Food Safety Score of 1. No high-risk findings or immediate actions
- Positive food cost gap of <.65%
- Top 10% Labor
- Create and maintain a pristine working environment with all equipment functioning properly
- Every back of house leader and team member knows our organizational vision, core values and how their role contributes to achieving it
- Top 20% in all relevant CEM metric
- Adequate number of highly trained and engaged Learning Coaches to successfully execute the training plan
- Training new team members and entire team in the event of new rollouts

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