



Eat a Pitta Shift Supervisor Job Description

Job Title: Eat a Pitta Shift Supervisor	Created by: HR Manager
Report to: Store Manager, Operations Team	Approved by: Kostas Giannakopoulos (C.E.O)

Objectives

Reporting directly to their Assistant Manager and Manager, EaP Shift Supervisors are responsible for their Team Leaders' and Crew Members' performance and well-being. A key part of this role is to supervise team performance, and to ensure timely execution of delegated tasks, both in the presence and absence of the Store Manager and/or Assistant Manager in order to ensure the smooth operation of the store. At all times, EaP Shift Supervisors will uphold the highest standards of customer service while representing our healthy-eating brand, as well as maintaining exemplary food hygiene and health and safety practices (including careful handling of all equipment and display tools) to ensure that the company remains compliant with the legislation in the industry. They will ensure all financial transactions are recorded accurately to prevent revenue losses, and they must adhere to our policies and procedures at all times and any other duties that may be reasonably asked of them.

Tasks

1. Responsible for the opening, setting up and closing of the outlet.
2. Supervise team performance, delegating tasks to crew members where required, and monitor execution of scheduled tasks.
3. Lead by example in upholding EaP's company standards (QVC - Quality of food; Value for money; Customer service).
4. In the absence of the Store Manager/Assistant Manager, to take responsibility for the store's immediate personnel requirements, including the submission of staff hours and the monitoring of labour costs, and to react to fluctuating labour requirements.
5. Adhere to Food Hygiene and Health and Safety legislation at all times.
6. To set the standard in delivering excellent face to face customer service in a friendly yet professional tone, according to our business standards, and to ensure adherence from junior team members.
7. Record and reconcile all transactions accurately and immediately.
8. Maintain company standards with regard to product composition, ensuring food portions are adhered to as demonstrated during training, using training tools as needed.
9. Offer support for the wellbeing and welfare of your team, and assist EaP crew members with any issues they may experience.
10. Communicate any relevant issues / complaints from their shift to the next, and ensure transparency in all avenues of communication.
11. Place food order accordingly, and make adjustments to the ordering list as needed, in order to optimise food and delivery costs.
12. Responsible management of the safe and till float.
13. In the absence of the Store Management Team, resolve all customer complaints immediately and appropriately, and report all incidents to the Store Management Team.

Employee Name:	Employee Signature:
Date:	Location: