



Job Description

1. JOB DETAILS:

Position Title:	Shift Manager/SAM
Department:	Operations – Domino's Pizza
Reporting to	Store Manager / Cluster Manager (In case SI)

2. JOB PURPOSE:

The shift Manager (AM/ASM) would be responsible for handling the shift. His/her majority of the time is spent in meeting Guest expectations, running smooth operations, motivating the restaurant staff & ensuring product quality.

3. JOB DIMENSIONS:

Financial Data & Number of Staff Supervised:	Operating Budget / Revenues...	
	Direct Reports:	
	Total:	

4. KEY ACCOUNTABILITIES:

Description
Leads Operational Excellence and the Guest Experience: 1. Role models expected behavior and coaches team on hospitality standards 3. Executes processes that ensure the restaurant meets safety and sanitation standards 4. Executes processes that ensure inside and outside cleanliness standards are met 5. Ensures self and team handles all Guest concerns utilizing LEADS with a sense of urgency 6. Responds to all Guest feedback with action plans to address opportunities 7. Ensures all shifts are appropriately staffed to achieve service with speed goals 9. Empowers the team to satisfy Guest needs and resolve concerns 10. Removes barriers to delivering Hospitality behaviors 11. Communicates Guest feedback to the team and involve in action plans to resolve issues
Builds Team Talent: 1. Handles all employee concerns with a sense of urgency 2. Treats all team members fairly and with respect 3. Ensures no team members is placed in position until all training is complete 4. Provides regular communication to team including goals and results 5. Source, trains, retains, and develops team members that improve the Guest experience



6. Executes team service through effective scheduling, cross training, and deployment
7. Executes development plans for talented team members to grow their career

Drives Sales Growth:

1. Owns local store marketing in trade area, becoming integrated into the community
2. Tracks results
3. Involves entire team by communicating goals, results, and action plans
4. Ensures the restaurant is well maintained including cleanliness
5. Ensure all products are available to Guests every shift and execute all products to standard
6. Utilizes appropriate suggestive selling

Plans and Communicates:

1. Discusses issues with other managers
2. Discusses shift plan with team
3. Involves entire team by communicating goals, results, and action plans
4. Makes adjustments to assignments during the shift to achieve goals
5. Ensures self and team handles all Guest concerns utilizing LEADS with a sense of urgency
6. Executes travel paths and delegates tasks as required
7. Ensures each shift is appropriately staffed to meet hospitality with speed goals

5. COMMUNICATIONS & WORKING RELATIONSHIPS:

Internal:

- All department

6. QUALIFICATIONS, EXPERIENCE, & SKILLS:

Skills: Speaks/Reads English, Math, On-boarding of new employees, Team building, Conflict management, Root cause analysis, Problem solving, At least 18 years of age

- Experience – Minimum 0-3 years experience in Food Services or Retail industry & IHM Freshers