

Position Description

Position Title: Shift Supervisor **Date:** 31/01/2024

Location: Nationwide **Reports to:** Restaurant Manager

Who we are – Popeyes NZ:

In 1972 in New Orleans, Louisiana, a taste sensation was born. What began with one small restaurant and one big idea turned into a craze that swept the USA and the world ... and now is coming to New Zealand. Let's be honest here - we're not an invented fast food, but boldly seasoned real food, hand-crafted (never mass produced) made by real cooks and deeply rooted in the traditions of Cajun cuisine.

We are part of a movement for taste. Popeyes are one of the fastest growing, 'quick serve' brands around, with a devoted following. Popeyes launched the now-famous Chicken Sandwich in 2019 (in the USA). Real food, bold flavours and simplicity at its core, it was nothing short of a culinary sensation. Social media is where our fans proudly share their love of the brand – even Beyonce and Jay-Z served Popeyes at their wedding!

We believe in the spice of life and the power of good food. Our love for spice, flavour and real food with heart. We're all about manaakitanga... hanging out at Popeyes, sharing experiences and creating moments of joy. We're building a new NZ business which will be soulful, proud, street smart, big hearted....and we want you to join our movement!

Why you'll love this role:

How will we *make everyone love that chicken*? This is the key question that you be pivotal in answering as Popeyes lands in NZ. We're dreaming big, just like our bold flavors, and you'll be stoked to join a team that's all about one thing.... to spread our joy across the country over the next few years, unleashing soul food that is worth sharing. We're starting from scratch, so you will be at the forefront helping shape our future success and create an unforgettable dining experience for our customers.

As a Shift Supervisor you won't be limited to just overseeing the operations during your shift. You will be a part of shaping the future of the team, the customer experience, and your own development as a leader. You will be a vital link between the Restaurant Manager and the frontline team. Your insights and observations will contribute to strategic decisions that will be integral in driving the success of the business. You will get to dabble in the different pieces that make up a Restaurant and keep it running, increasing your skill set.

At Popeyes, we are deeply committed to fostering career growth and nurturing the talents of our exceptional individuals. In this role, you not only contribute significantly to our team but also embark on your own transformative journey. The skills you acquire managing a diverse team, navigating complex challenges, and ensuring operational excellence serve as the building blocks for your future success within Popeyes. We believe in empowering our employees to reach their full potential, and the experiences and knowledge gained here pave the way for remarkable career advancements. Are you ready to unlock your leadership potential?



What you'll deliver in this role:

- Drive and inspire peak performance among front-of-house and kitchen staff throughout assigned shifts to ensure seamless operations and exceptional guest experiences
- Continuously assess staff performance, deliver constructive feedback, and promptly resolve any performance-related issues to enhance team effectiveness and maintain service excellence
- Keeping things tight and in check with our restaurant's policies and procedures. We're all about safety first, making sure we create a fun yet efficient environment for smooth operations
- Continuously deliver coaching and training to elevate staff performance, driving improvement and excellence across the team
- Proactively tackle and resolve operational and customer issues as they surface during shifts, ensuring a seamless and exceptional dining experience.
- Kickstart every day with a bang, ensuring that food and equipment is set and ready for opening! And when it's time to wrap up the night, you will make sure everything's securely stored away, keeping the restaurant's daily rhythm vibrant.
- Craft shift schedules and allocate tasks to team members strategically factoring in peak hours and business requirements for optimized operations.

What you'll bring to the role:

- Proven experience, at least 2 years a supervisor. We need someone who thrives in the dynamic world of operations, especially in the fast-paced and thrilling environment of Quick-Service Restaurants.
- A great sense of humour, with a natural ability to the best in every situation. Your glass is always half full and your joy for what you do is infectious to all those around you.
- Excellent communication skills and the ability to handle customer inquiries, complaints, and feedback in a professional manner.
- Delivers legendary customer service to all customers by acting with a customer comes first attitude and connecting with customers / responding to their needs through clear and pleasant communication; follows up with team during the shift to ensure great customer service.
- Proficiency in restaurant operations, encompassing the dynamic realms of cash handling, inventory management, and unwavering commitment to safety and impeccable hygiene standards.
- Passion for food, manaakitanga and genuine love for our customers this will be at the core of what you do.
- A quick thinker- in the world of QSR, every shift can bring a whirlwind of surprises that require you to think
 on the spot. You will be the maestro of assessing situations and being able to implement solutions on the
 spot.
- A natural tendency to empower others, as a Shift Supervisor you aren't just ensuring your shift runs smoothly. Your innate ability to inspire and uplift others will be your secret sauce, you will be thinking about how you can empower your team to take ownership, make decisions and continue to develop.
- A harmonious working environment is what we strive for, but when things go south- your expertise in defusing tense situations will ensure your team continues to sail towards success.

