

# Executive Director of FOH Operations

The Executive Director of Front of House will be responsible for the execution of the Winning Hearts Everyday Strategy connecting every Team Member's every day to our shared Vision of becoming East Pasco's Most Caring Company.

## Key Responsibilities:

- Coaching and holding all Team Members accountable on the Winning Hearts Everyday behaviors:
  - Operational Excellence
    - Craveable food
    - Fast and accurate service
    - Welcoming Environment
  - Second Mile Service
    - Personal
    - Proactive
    - Generous
  - Attentive and Friendly Team members
    - Paying attention to details
    - Deliver core 4
    - Recover quickly
- Enthusiastically lead the Hospitality and 2nd mile service initiatives in our organization
- Coordinating all details necessary for catering orders with the Catering Director to ensure timely preparation and execution
- Coaching behaviors of all Team Leaders and Team Members who work the Dining Room to include Table Touches and providing a refreshingly clean environment
- Leading the Chick-fil-A One App initiative in restaurant
- Collaborate with the Sales and Brand Growth Executive to implement and encourage suggestive selling and sampling efforts with the Front Counter team
- Successfully communicates all goals, initiatives and measurements to Team Leaders and Team Members (Annual Vision)
- Provide weekly updates due at 5:00pm on Saturday with agreed upon metrics and project details

## Success Factors:

- Team Members growing and developing into new roles
- Top 20% in all relevant CEM scores
- Top 10% in Labor
- 40% Chick-fil-A One percent of sales
- Smart Shop Metrics
- Labor Cost at Top 20% Productivity

## 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