

DELI & CAFE SHIFT LEAD



ROLE PURPOSE

- To give direction and leadership to the Deli & Cafe Team when the Team Lead is unavailable
- To lead with Lepp's Bakehouse core values; by demonstrating them in your own actions and coaching team members around them, ultimately you are responsible to make sure the core values are living and breathing in your own life and in the department.

LEPP'S CORE VALUES:

- Win as a Team
- Work Passionately
- Respect for All
- Fanatical Daymakers

Lepp's Purpose

- To be the Best Place to Work and the Best Place to Shop.

ROLE DESCRIPTION

The Deli & Cafe Shift Lead assists the General Manager and Team Lead by being a reliable leadership presence with the Deli & Cafe Team, especially when the Team Lead is not available. This person communicates effectively, delegates tasks, assists with problem solving, and provides coaching and feedback, while setting the tone for the team.

ROLE DUTIES AND RESPONSIBILITIES:

• Daily Responsibilities

- *Assist General Manager & Team Lead with team communication*
 - Communicate what is happening
 - Encouragement to team members and the team as a whole
 - Set a positive tone for the day bring lots of energy
- *Task Leadership*
 - Ensure Deli & Cafe Team is properly setting up for the day
 - Communicate task delegation
 - Ensure breaks are taken according to the schedule

• Department Responsibilities

- *Training Lead*
 - Takes a lead role in training new people
 - Participates in training other trainers as determined by Team Lead & General Manager
 - Helps maintain/adapt the Deli & Cafe-specific training passport
- *Department Health*
 - Ensure equipment is functioning properly; if not, then notify the General Manager
 - Inform team of new items/changes
 - Support General Manager & Team Lead in ensuring all retail areas are fully stocked

REPORTS TO:

General Manager and Team Lead