

DELI & CAFE TEAM LEAD



ROLE PURPOSE

- To give direction & leadership to the Deli & Cafe Team.
- 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 Team Lead assists the General Manager by being a consistent leadership presence with the Deli & Cafe Team. 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 with Department Morning Huddles*
 - 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 to the huddle & expect everyone to pause their task for the huddle and engage
- *Task Leadership*
 - Ensure Deli & Cafe Team is properly setting up for the day
 - Communicate task delegation
 - Ensure breaks are taken according to the schedule
 - If manager is not present, take the lead on adapting schedule as need arises, and communicate changes to the General Manager

• Department Responsibilities

- *Ordering*
 - Demonstrate awareness of which product is selling and which product is not selling
 - Assess product shrink and order to minimize shrink
- *Training Lead*
 - Takes a lead role in training new people
 - Identifies other senior Deli & Cafe staff that can help with training
 - Participates in training other trainers as determined with General Manager
 - Helps maintain/adapt the Deli & Cafe-specific training passport

- *Team Member Coaching*
 - Check in with team members
 - Identify areas that you can improve and the department can improve
 - Give team members encouragement and provide constructive feedback where needed
 - Approach uncomfortable situations in a timely manner using Lepp's Bakehouse Rules of Engagement
- *Department Health*
 - Ensure equipment is functioning properly; if not, then notify the General Manager
 - Inform team of new items/changes
 - Support General Manager in ensuring all retail areas are fully stocked
 - Take lead on organization and cleaning of cooler and dry storage

RESPONSIBILITIES WITH GENERAL MANAGER:

- Work a variety of shifts including opening and closing shifts, in order to best equip the team
- Weekly check in with General Manager: wins, areas of improvement, staffing, necessary updates, etc.
- Assist and participate in team member coach and connects and offer feedback
- Provide the General Manager with feedback regarding departmental and specific team needs; contribute brainstorming regarding solutions and ideas for implementation
- Seek personal leadership growth opportunities

REPORTS TO:

General Manager