

**OTTO ( [òt-to] /'o?tto/, meaning: eight)** is not just your average neighborhood pizza shop, it is a home to artists, innovators, visionaries and food connoisseurs turning the ordinary Italian pie into an extraordinary experience! Our mission is to revolutionize pizza and create memories worth sharing for not only our guests but for our employees too! In addition to being part of a creative, friendly team OTTO employees are truly valued and have access to free meals while on shift, flexible schedules and a full benefits package for all full – time individuals.

## **POSITION SUMMARY**

As a **Shift Supervisor/shift leader** you will be responsible for supporting all FOH roles as well as assisting the general manager with the overall operation of the FOH portion of the restaurant. This role serves to provide quality customer service to customers through the daily management, coaching, counselling, training and problem solving for the FOH employees. For BOH, you will be responsible for supporting all BOH roles as well as assisting the General Manager with BOH operations (training, delegation, conflict resolution, responsibilities) while complying with all applicable sanitation, health, safety and personal hygiene standards and following established food production programs and procedures.

## **ESSENTIAL DUTIES & RESPONSIBILITIES**

*The essential functions include but are not limited to the following.*

- Support all BOH roles; be a knowledgeable expert of each and perform when needed (Dishwasher, Prep Cook, Cook).
- Assist with the training of new and existing BOH employees.
- Manage all BOH employees including delegating responsibilities on shift and ensure all employees are following all proper procedures and protocols pertaining to their roles.
- Ensures BOH facility always remains clean.
- Complies with established sanitation standards, safety, personal hygiene and health standards. Utilizes proper food preparation and handling techniques.
- Reports necessary equipment repair and maintenance to General Manager, assists in coordinating the repair.
- Plans food production to coordinate with meal serving hours so that excellence, quality, temperature and appearance of food are preserved.
- Maintains daily production records and assists with inventory control.
- Support all FOH roles; be a knowledgeable expert of each and perform when needed (Host, Busser, Cashier, Bartender, Server, Phones)
- Assist with the training of new and existing FOH employees.
- Manage the FOH employees including delegating responsibilities on shift.
- Ensure the FOH restaurant is always a clean facility.
- Assist in problem solving when issues occur in the FOH.
- Interact with guests in a fast/friendly manner for the entirety of their stay.
- Maintain current knowledge of the food preparation and ingredients for all menu items.
- Answer all questions regarding the menu.
- Remain knowledgeable on the Foodtec POS
- Perform cleaning side work; ensures that the dining room is a clean and neat area for guests.

- Comply with established sanitation standards, safety, personal hygiene and health standards.
- Perform opening and closing activities such as cleaning chairs and tables, stacking chairs, preparing stations for morning shift, end of day reports, deposits as needed, and other cash handling responsibilities.
- Complete all service paperwork as required.
- Maintain a clean and neat appearance; wear uniform provided by OTTO.
- Perform other duties as assigned.

## **Requirements**

### **MINIMUM QUALIFICATIONS (*Knowledge, Skills, and Abilities*)**

- Ability to read and comprehend labels, directions, menus, safety documents, and other work-related documents.
- Ability to work independently with little supervision required.
- Ability to remain calm while working under pressure in a busy environment.
- Ability to work within timeframe of standard policies and procedures.
- Ability to multi-task and prioritize in a busy, fast-growth environment.
- Ability to work well in a team.
- Ability to take and give directions when needed.
- Ability to pay attention to detail.
- Strong verbal communication required.
- Willingness to workdays, evenings and weekends as required.
- Excellent customer service **REQUIRED**.
- Ability to complete and pass the ServSafe course as/if directed by GM.
- Must meet state age requirements when serving/selling alcohol.
- High School Diploma preferred.
- Previous cooking experience preferred.
- Previous supervisory experience preferred.
- Knife Skills preferred, **MUST** meet minimum age requirements (at least 18 yrs.) if the location utilizes automatic slicers.