



## **Job Title: Restaurant Team Leader**

### **Job Summary**

We are looking for a motivated and professional Team Leader with at least one year of supervisory experience in a restaurant and bar environment. The ideal candidate will support daily operations, lead front-of-house staff, and ensure exceptional customer service standards are consistently delivered. You should be confident in coordinating service, resolving customer issues, and maintaining a smooth and efficient workflow during busy periods. Strong leadership, communication, and organisational skills are essential, along with a hands-on approach to service and team development.

### **Key Duties and Responsibilities**

- Lead, supervise, and support front-of-house staff to ensure efficient daily operations.
- Greet and engage with guests, ensuring a welcoming and high-quality dining experience.
- Oversee table service, ensuring orders are taken and delivered accurately and promptly.
- Monitor service standards and step in to assist staff during busy periods.
- Train, mentor, and motivate team members to maintain high performance and professionalism.
- Handle customer feedback and complaints promptly, ensuring issues are resolved effectively.
- Coordinate with kitchen and bar teams to maintain smooth service flow.
- Assist with staff scheduling, shift organisation, and task delegation.
- Ensure compliance with food safety, hygiene, and company service standards.
- Monitor stock levels of front-of-house supplies and report shortages as needed.
- Support management with opening and closing procedures.
- Maintain cleanliness and organisation across all service areas.
- Drive upselling and promote menu items, specials, and offers to maximise revenue.