



## JOB DESCRIPTION

### Shift Manager

<b>1. Job Position</b>	Shift Manager
<b>2. Category</b>	Staff
<b>3. Responsible To</b>	Store Manager
<b>4. Job Definition</b>	To ensure the service of food and beverage to the guest with appropriate courtesy and efficiency
<b>5. Duties and Responsibilities</b>	<ol style="list-style-type: none"> <li>1. Manage daily schedules, employee shifts, and time-off requests</li> <li>2. Assign duties to employees and oversee their progress</li> <li>3. Handle customer and employee complaints</li> <li>4. Ensure that daily sales/production goals are met</li> <li>5. Provide guidance and feedback to employees when needed</li> <li>6. Ensure recipes are followed properly</li> <li>7. Prepare COGS report</li> <li>8. Control on wastage and packaging</li> </ol>
<b>Requirements and skills</b>	<ol style="list-style-type: none"> <li>1. Previous experience as a Shift Supervisor or similar role</li> <li>2. Full understanding of industry safety standards</li> <li>3. Comprehensive knowledge of basic software, such as Word and Excel</li> <li>4. The ability to meet the physical demands of the job, such as standing up for long hours and lifting heavy loads occasionally</li> <li>5. Working well within a team</li> </ol>

In addition to the above-mentioned duties and job functions, any other assignment given on an occasional basis or daily basis by the immediate superior or the management.