

Role Profile:

Guest Service Manager



Overview:

The Guest Service Manager is responsible for making sure Crew and Managers deliver a great guest customer experience. This manager makes sure sales promotions are done well, that all service staff are trained in service procedures, and that the Front Counter, McCafe, and Drive Thru areas are organized to give the best service. This manager is also responsible for making sure the team meets service area targets, such as OEPE, R2P, Voice OSAT, and more.

Responsibilities:

BUSINESS PLANNING

- Monitor and report progress on department goals and objectives.
- Prepare for and participate in monthly People Managers' Meeting.
- Conduct weekly department walk-thru to assess performance and identify actions.

INTERNAL COMMUNICATION

- Post and communicate CFV results
- Coordinate LSM events and activities
- Coordinate POP and other merchandising elements to ensure they are in place in a timely and organized manner

SERVICE

- Develop and plan for proper arrangement of service area equipment and stock
- Ensure proper training and execution of all service area procedures
- Plan and deliver training and execution of promotions to crew and managers
- Complete bi-weekly cash audits and communicate results
- Monitor progress for all service area metrics including drive thru, front counter, digital and delivery

PEOPLE PRACTICES

- Write and conduct performance reviews for assigned managers and crew in department

PLANNED MAINTENANCE

- Assign and communicate cleaning responsibilities for department
- Train Crew/Managers on cleanliness and PM tasks for the department
- Verify completion of cleaning and PM tasks to meet standards
- Schedule and delegate department PM Tasks
- Troubleshoot PM emergencies