

SHIFT LEADER ROLE PROFILE

OVERVIEW

A McDonald's Shift Leader is responsible for providing leadership to crew and other managers during a shift to ensure great QSC to our guests.

Shift Leaders plan for each shift, monitor performance during the shift, take action to ensure the team is meeting McDonald's standards, monitor Safety, Security, and Profitability, and communicate with the next Shift Leader to help prepare him/her to run a great shift, too.

Shift Leaders are also responsible for meeting targets during their shifts and for helping their assigned departments meet their goals.

RESPONSIBILITIES

FOOD SAFETY

- Complete and verify Daily Food Safety Checklist
- Monitor Food Safety procedures during the shift.

INTERNAL COMMUNICATION

- Read messages from managers communication log.
- Communicate with manager on shift and identify sales trends/problems
- Communicate shift targets to all
- Monitor and communicate progress toward targets throughout the shift.
- Communicate results and opportunities to the next manager

PEOPLE PRACTICES

- Check crew appearance
- Coordinate breaks for team
- Enforce all applicable labor and employment laws and McDonald's policies.

INVENTORY MANAGEMENT

- Maintain stock levels for 24/2
- Receive products by checking order accuracy, quality and condition.

- Track raw and completed waste each shift.

SAFETY & SECURITY

- Ensure cash controls are in place for each shift (safe contents, skims, deposits, +/-)
- Check security equipment for proper operation
- Maintain safety and security during the shift
- Use staggered method of open/close
- Enforce all applicable laws and policies

TRAINING (CREW)

- Ensure training device is charged and ready for use
- Review training/cross-training needs for crew
- Monitor execution of training on each shift

SERVICE

- Monitor and correct service procedures
- Seek guest feedback during travel paths
- Document customer complaints and action taken in managers communication log
- Follow customer recovery process when appropriate

PRODUCTION

- Monitor and correct production procedures

- Monitor cabinet levels
- Monitor UHC for correct holding times
- Monitor finished food quality

SCHEDULING (CREW)

- Review crew scheduling for proper staffing
- Ensure labor controls are in place each hour, each shift

PLANNED AND DAILY

MAINTENANCE/CLEANLINESS

- Identify and respond to equipment and physical plant failure/unplanned activities
- Verify completion/follow-up on all cleaning tasks
- Verify completion/follow-up on all Planned Maintenance tasks

PERFORMANCE TARGETS

- Sales actual vs. projected
- Drive-thru car counts
- TPCH/TPMH Labor
- Cash +/-
- Raw and completed waste %
- Assigned Training, PM & Cleanliness tasks
- KVS/DT/FC times
- Pre-shift checklists complete
- Travel paths complete