

Team Leader
Job Title

Foods
Team

Manager / Supervisor
Reports To

January 31, 2012
Date

SV326S
Job Class #

3
Grade

DOLLYWOOD POSITION DESCRIPTION

I. Job Duties position exists to perform:

1. Responsible for assisting in the successful and profitable operation of the unit or group of units assigned.
2. Must be able to identify and implement food service department and Dollywood goals and policies. Must be able to supervise employees to carry out the goals of providing our guests with the highest quality in product with courteous, friendly, and efficient service in a neat, clean, and professional looking environment. Ensuring adequate staffing to provide good service.
3. Team Leaders must be able to do all functions to assist their manager.

II. Food/Handling.

1. Acts as quality assurance inspector
2. Ensures food is high quality.
3. Enforces preparation/food handling standards which insure designated portion control.
4. Maintains temperature charts.
5. Compiles with health department and food service department policies.
6. Knows, understands, & enforces the use of the "Start Fresh" program when necessary.

III. Food Merchandising.

1. Ensures all products are presented to guest in a visually appealing and appetizing manner.
2. Evaluates item sales, makes recommendations on changes, additions, deletions.

IV. Food Cost Control.

Supervising the following areas to ensure maximum control yielding high profitability in these areas:

1. Issuing - units don't stock-pile food/supplies, keep par sheets up-to-date with only current items listed, all units have proper specifications, amounts of food and paper supplies.
2. Receiving - all goods are received in good condition and acceptable for use.
3. Rotation - products are rotated for maximum freshness.
4. Portion Control - all employees know and understand the recipes and portion in preparing each unit's menu, constantly inspect and spot-weight portion sizes.
5. Waste Control - waste is kept to a minimum by not over producing, avoiding accidents, and properly storing and handling food.
6. Analysis - review cost of sales analysis of all food products sold and makes recommendation for changes relative to pricing, menu selection and budget.
7. Budget - achieves budgetary goals for food cost control.
8. Inventory Control - responsible for maintaining a proper level of inventory at all times.

V. Personal Development/Motivation.

1. Responsible for enforcing/administering all company and departmental policies regarding grooming, costuming, nametags, conduct, call-ins, etc.

2. Responsible for employee reviews.
3. Organize and develops a well-trained, efficient staff whereby, when promotions are available, qualified people are also available.

VI. Labor Cost Control:

1. Creates unit schedules that correlate labor hours and sales volume in proportion
2. Analyzes usage of labor to ensure maximum productivity and efficiency.

VII. Cash Handling and Control.

1. Ensure that when excessive over/shorts occur corrective action is taken
2. Responsible for daily cash checks.

VIII. Housekeeping and Maintenance.

1. Ensure unit is organized and maintained in a sanitary manner
2. Ensures proper cleaning schedules are followed.

IX. Professionalism.

1. Must be able to conduct self with the highest standards becoming the position, including proper personal appearance, grooming, and conduct.
2. Costumes are to be neat, clean, and pressed and worn at all times, while working on park.
3. Personal hygiene is very important.
4. Schedules will vary, employees must be available to work any shift during all operating times.
5. Employee may be asked to work past their scheduled shift, on slower days they may be sent home after working 3 hours or called off that day.
6. Employees must be available/willing to work at different locations on park.
7. Employees will be using equipment such as, but not limited to, Point of Sale System, calculators, knives, fryers, grills, oven, butt pans, brooms, mops, sinks, dough machine, wedgers, dollies, rolling racks, dish machines, steam tables, warmers, mixers, etc.
8. Must be over 18 years of age.
9. Management reserves the right to change and/or add to these duties.

X. Personality/Attitude requirements:

10. Able to project Dollywood's image by being genuinely friendly and caring and by taking pride in their work.
11. Must be self-motivated and disciplined.
12. Must be able to prioritize and complete work assignments on a timely basis.
13. Must maintain strict confidentiality and judgment regarding privileged information.
14. Must display and live out Servant Qualities by being: patient, kind, humble, respectful, selfless, forgiving, honest and committed.
15. Must be willing to constantly /improve.
16. Must have professional appearance with good personal hygiene.
17. Must promote and support a "team" work environment by cooperating and helping co-workers.
18. Must adapt to changes easily.
19. Must tolerate a fast-paced, hectic environment.
20. Must show appreciation to others.
21. Must be sensitive to the needs of our Guests and feel empowered to take action to meet their needs within company guidelines.
22. Responsible for assisting in the successful and profitable operation of the unit or group of units assigned.
23. Must be able to identify and implement food service department and Dollywood goals and policies.
24. Must be able to supervise employees to carry out the goals of providing our guests with the highest quality in product with courteous, friendly, and efficient service in a neat, clean, and professional looking environment.

25. Ensuring adequate staffing to provide good service. Assistant Team Leaders must be able to do all functions to assist their manager.

XI. Educational/Experience/Skill requirements:

1. Reading/writing skills are needed to complete all necessary paperwork.
2. Ability to understand all policies and procedures.
3. Ability to carry out the execution of ingredient measurements, portion control, time and temperature tables, and compilation of food safety check sheets.
4. Good math skills are desirable. Supervisor skills are extremely desirable.
5. Must pass “ServSafe Applied Foodservice Sanitation Training and Certification” Program.

XII. Essential functions absolutely necessary to perform job duties:

6. Able to display and live out Servant Qualities by being: patient, kind, humble, respectful, selfless, forgiving, honest and committed.
7. Able to hear, see and speak.
8. Able to speak, read and write English.
9. Able to smile and make eye contact to make a friendly impression when greeting guests, vendors and other employees.
10. Ability to have manual dexterity necessary to complete all job duties.
11. Able to sit and/or stand for long/short periods.
12. Able to maintain good personal hygiene.
13. Able to get along with other employees to work out problems and resolve conflicts. (Able to work cooperatively with others.)
14. Able to comprehend instructions and retain information.
15. Able to maintain dependable work attendance and flexibility with assigned work schedules including any required overtime, evenings, weekends and holidays.
16. Able to tolerate a fast-paced, hectic environment.
17. Able to be flexible to handle frequent changes in priorities.
18. Able to prioritize tasks and complete assignments on time.
19. Able to report to work without being under the influence of or smelling of alcohol.
20. Able to make decisions.
21. Able to display leadership skills.
22. Ability to tolerate extreme heat, extreme cold, and humidity necessary to work in kitchens, walk-ins, freezers, climate changes and work outdoors.
23. Able to lift up to 50 pounds multiple times during your shift.
24. Able to perform other duties as required.