



## Team Leader Service

### this is itsu

itsu is the healthy eating, Asian inspired quick service retail & grocery brand with over 70 stores in the UK and a leading wholesale business across Europe and beyond. Renowned for its best-in-class food made fresh in every shop, every day, itsu has huge global ambitions with a commitment to continue to open many more stores and intensify the growth of its already thriving grocery arm. With its best-in-class food, latest technology, innovation, and talented workforce, itsu is the future of fast food.

### this is the job

The Team Leader Service have impeccable knowledge of itsu menu and delivers outstanding customer service, they support the line Manager in running a smooth operation.

They are responsible for the performance of the FOH team. They make sure the customer experience is second to none, at all times.

Their performance is measured against the KPIs for their shop Champions league and their job description responsibilities.

### people

- Lead and motivate the team by promoting and living itsu qualities
- Lead the team to ensure they deliver the best customer service
- Support the General Manager (GM) in developing the FOH team to fulfil the family tree as well as cross train
- Ensure excellent communication between team members, FOH and BOH
- Support and coach their team throughout the shift
- Encourage cross training between different sections to maintain smooth operation at all times

## quality & service

- Ensure that all products served to customers meet the expected quality
- Encourage, coach and challenge all team members to deliver every single product as per How To CTR (Correct to Recipe)
- Ensure the Quality Systems Diary is managed and completed daily
- Ensure 5 food quality focuses (itsu quality's standards) are practised by all the team at all times
- Monitor and follow up on customer feedback
- Work alongside Kitchen Manager (KM) to ensure the quality and service standards are met
- Take ownership of hot section quality and standards
- Ensure the team members on shift are supported to deliver the best quality and service
- Ensure the itsu equipment is set up and maintained as per How To
- Ensure the shop is set up as per How To and according to the shop specific type/time of the day
- Maintain the optimum availability at all times

## standards

- Manage the shop operational standards through MBWA (manage by walking around) as per itsu procedures
- Comply to all itsu health & safety policies to ensure all the products we serve to our customers are safe
- Ensure all 5 food safety focuses (itsu Food Hygiene standards) are carried out by the team at all times
- Maintain a clean and safe environment for customers
- Ensure safe-su rules are adhered to at all times
- Support KM and GM in achieving EHO 5 stars
- Be involved in daily team brief, always focusing on quality, standards and people
- Take control of complimentary and shop waste
- Understand and know all till procedures and adhere to all policies
- Ensure all end of day procedures are carried out

## this is you

You put people at the heart of everything you do by displaying the 4 itsu qualities:

- I take **pride** [in what I do]
- I genuinely **care** [for people]
- I want to **grow** [myself & others]
- I build **trust** [around me]

## things we like

Listeners, empathisers, commercial thinkers, challenging minds, critical friends, team players, creatives, those who have people at the forefront of their mind, those who think shop first, those who are themselves.

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