

role profile | front of house team leader

what do you do in wagamama?

be the most enthusiastic person on the floor. show your team what brilliant customer service looks like and help them to deliver brilliant service be ambitious and learn new skills on first step to management

area	actions	how we recognise a brilliant wagamama service leader/ supervisor/shift leader
brand values	<ul style="list-style-type: none"> - displays wagamama values by being honest, brilliant and different while performing their duties - motivates and inspires the team to deliver brilliant customer service during the shift - understands the wagamama style of service and shares knowledge with team members - supports management in helping restaurant achieve goals by motivating wagamama team members to perform to wagamama standards 	<ul style="list-style-type: none"> - highest levels of energy in the restaurant - encouraging the team to keep their individual personalities while delivering brilliant customer service - friendly, welcoming attitude towards the team and motivates them to act this way towards customers
brilliant food	<ul style="list-style-type: none"> - helps ensure consistent quality of food by developing knowledge of specs - if a dish is not to wagamama standards, make front of house manager aware and ensure the complaint/query is dealt with promptly - develops a genuine interest in wagamama food and starts to develop an understanding of the flavours, history of dishes etc. - confidently able to describe each dish and ingredients to customers and team members 	<ul style="list-style-type: none"> - shows an interest in kitchen operations - good knowledge of ingredients of dishes - quickly spots if food is not according to spec and brings this to manager and asks the chefs to rectify the problem quickly
brilliant customer experience	<ul style="list-style-type: none"> - ensure that all front of house team members know the wagamama 10 steps of service and also understand why these are important - effectively deals with customers queries in a friendly way and escalates any potential issues to manager on duty - makes customers aware of new items on the menu or changes to any of the dishes - effectively up-sells dishes to customers - expose them to all dishes on the wagamama menu and enhance their experience in the restaurant - remains calm during a busy shift and helps team members remain focused during the shift - constantly observes team members/restaurant to anticipate any problems and bring these to the attention of the manager on duty - is aware of the importance of their role in wagamama and the impact it has on the customers' experience and wagamama brand 	<ul style="list-style-type: none"> - encourages team to make a real effort to understand customer needs and adjust to style of service to their needs - by providing brilliant customer service, acts as role model to team - able to work with minimal supervision for general manager

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brilliant people and teams	<ul style="list-style-type: none"> - gets involved with each service and looks for ways to help other people in the team - performs at a consistent level and is reliable member to the management team - shows a natural pride in work and looks how things could be improved - accepts responsibilities of the role and the impact they have on customers' perception of the wagamama brand - easily gain trust and support from others in the team - assists manager to maintain cleanliness of the restaurant by correctly writing cleaning rota and following up on cleaning duties of team members - effectively schedules rest periods for team members during shifts 	<ul style="list-style-type: none"> - shows genuine interest in developing teams and spotting people who have potential for management - is able to deliver an inspirational and effective team brief - shows a commitment to maintaining wagamama standards and helps other team members who need help/support - has natural ambition and wants to make most of the career opportunities available in wagamama - actively seeks additional responsibility and wants to progress career - suggests ways of improving process in the restaurant to the general manager
results delivery	<ul style="list-style-type: none"> - excellent knowledge of wagamama work safe policies and procedures - is able to effectively schedule staff breaks - achieves targets set by manager - works with the team to ensure the restaurant is maintained and cleaned to the highest standards - is able to run the branch effectively without any supervision from manager 	<ul style="list-style-type: none"> - receives positive feedback from customers - passes all mystery diner audits - passes all internal qscd audits - understands and complies with all company policies and procedures