



POSITION:	Director of Service
DEPARTMENT:	Corporate
REPORTING TO:	VP of Ops
FLSA Status:	Exempt

The Director of Service is responsible for designing and creating a program that is unique to the service that ESquared Hospitality offers, for all customer facing positions. The successful candidate will be responsible for building and executing a service training strategy focused on restaurant sales growth, employee development, enhanced learning, and improving overall performance. The ideal candidate can understand, participate in, and oversee all facets of service operations, including front of the house staff management, guest relations, expo and kitchen communications. This person should have a passion for developing ways to help our employees exceed their potential within their restaurants. They will develop communications, training content, format and delivery of training materials/resources for operations. They must follow, be representative and take ownership of the standards of ESquared Hospitality.

RESPONSIBILITIES

- Actively design and implement effective service training programs to enhance operational performance of all managers. This includes:
 - Working with HR to create and organize a Welcome Plan
 - Facilitating introductions with key members of the corporate office for new managers
 - Putting together training plans around key areas of operations (for both new and existing managers)
- Assess field operations service developmental needs and drive training programs accordingly. This includes:
 - Gaining a full understanding of each service role, and being able to execute at an expert level
 - Working with the team at each restaurant to understand (and in some cases, to create) training guides and plans at the hourly level
 - Helping GMs and Chefs with coordinating Day 1 onboarding plans at the hourly level
- Play a role in executing key roll-outs for the company (new software systems, delivering updated internal docs, etc.)
- Conduct follow up studies of all training programs to evaluate results; give regular feedback to the operations team, and modify programs as needed.
- Create a system for quarterly check-ins with all managers; be involved in helping GMs with setting goals for each manager, and assist with delivery of GM check-ins and goal setting.
- Exemplify desired culture and philosophies of the organization, and set standards within each location.
- Assist with running service in restaurants, as needed.

REQUIREMENTS

- Education/Experience: BA degree or at least 3-5 years of fine-dining restaurant industry experience
- Creativity & Technical Skills: The ability to create engaging and innovative training programs & materials
- Leadership: Proven ability to lead by example and foster mentoring relationships
- Communication: outstanding verbal, written, multi-tasking and presentation skills
- Change Management: ability to create momentum and foster organizational change

This job description is intended to describe the general requirements for the performance of this job. It is not a complete statement of duties, responsibilities or requirements. Other duties not listed here may be assigned by leadership. ESquared Hospitality is an EOE.