

# Shift Supervisor

## ROLE SUMMARY

This role is about becoming a leader. You are now responsible for supervising and coaching others who need your direction and your help. You also own every shift you run. It is a great responsibility because you now have a broader impact on team members, customers, and the business. Yours is an example that others take note of and follow. Your reputation is on the line to make your shifts well-run and profitable. On your shift, you are the leader.

### **Key Responsibilities (what Shifts do)**

- **Step Change Thinker**
  - Is quick to see core issues in complex situations
  - Encourages questions from the team and is comfortable talking about options that don't currently exist
- **Know How Builder**
  - Seeks continuous feedback from different sources to improve their own performance
  - Executes shift success routines effectively
  - Execute core operations procedures (e.g., shift accountability, product projections, Repair & Maintenance (R&M) spending, Cost of Sales/Cost of Labor (COS/COL) controls) on each of their shifts
- **People Grower**
  - Champions and role models How We Win Together (HWWT<sup>2</sup>) and Achieving Breakthrough Results (ABR) culture within their store
  - Supports the RGM/AUM in executing strategies for training talent using the Learning Zone and shoulder to shoulder activities
  - Role models and coaches using the EARS Model (Explore, Analyze, Respond and Making it Stick) to help build the capability of their team
  - Holds team members accountable for performance below expectations
  - Recognizes employees for exceptional performance using CHAMPS cards to reinforce breakthrough results
  - Demonstrates positive energy at all times



# Shift Supervisor (CONTINUED)

## Key Responsibilities (continued)

- **Action Driver**
  - Role models customer mania and demonstrates a passion for winning by executing on the following standards on each of their shifts: CHAMPS, CFF (Cleanliness, Friendliness, and Food), and projections
  - Goes for breakthrough results by analyzing the financial performance of their shift and identifying solutions to improve the results
  - Supports the RGM/AUM in ensuring that the marketing initiatives are being executed
- **Intentionality to Lead**
  - Takes advantage of every opportunity, both formal and informal, to enhance their leadership skills
  - Is committed to helping others grow and develop in their role
- **Other Requirements:**
  - Arrive at work on time
  - Flexible scheduling
  - Follows procedures regarding operation of restaurant equipment (including fryers, ovens, etc.)
  - Regular access to personal vehicle
  - Able to lift up to 25 lbs and carry up to 30 feet
  - Able to push/pull up to 90 lbs up to 30 feet
  - Able to stand and walk for a majority of work shift
  - Follows KFC cash handling safety and security procedures
  - Adheres to KFC and City/State/United States safety requirements
  - Knowledge of and compliance with KFC's Human Resources policies and processes

OPERATIONS

