

Job Description: Front of House Shift Leader

Company Overview:

At Well Kneaded, we're all about crafting the best pizza in London while making a real difference in our community. We're passionate about creating meaningful job opportunities for young people from marginalised backgrounds. Inspired by the Christian values of our founders, our mission is to bring dignity and hope through the power of work. Our vibrant, seasonal menu features award-winning sourdough pizzas, fresh salads, and desserts, all designed with sustainability in mind.

Role Overview:

As a valued member of our front of house team at Well Kneaded, you will be the welcoming face that sets the tone for an exceptional guest experience. Maintaining enthusiasm, friendliness, and efficiency is key to your role, ensuring every visitor feels right at home. We prioritise teamwork, so when the pressure is on, we all support one another, regardless of specific job roles. A genuine interest in food is essential, as you'll be involved in food assembly. Additionally, if you enjoy photography, we encourage you to capture some great moments for our social media presence. Join us in creating a memorable atmosphere for our guests!

Key Responsibilities:

- Greet and host guests warmly.
- Serve food and drinks promptly and hospitably.
- Assemble food to our high standards.
- Process payments, refunds, and manage any anomalies.
- Maintain clear communication with guests regarding waiting times and any issues.
- Keep menus and specials boards updated and engaging.
- Assist with washing up and maintaining cleanliness in all front-of-house and shared areas.
- Collaborate with the kitchen to manage meal waiting times.
- Participate in basic social media marketing, including posting stories and sharing photos of new dishes.

Requirements:

- Availability to work evenings and weekends.
- Strong spoken and written English skills.
- Excellent team player with a positive attitude toward team members and customers.
- Passion for food and food service.
- Quick learner, capable of multitasking under pressure.
- Experience in a front-of-house or high-pressure environment is preferred.
- Commitment to supporting our mission of training and upskilling young people.
- Willingness to learn and implement sustainable practices.
- Adaptability in a dynamic work environment.
- Problem-solving skills to address customer complaints and assist team members.

Supervisor Responsibilities:

- Ensure the pizzeria closes properly and efficiently each night.
- Manage guest inquiries, requests, and complaints during shifts.
- Oversee floor operations, ensuring effective communication with guests about wait times, stock levels and service.
- Lead the team proactively during quieter periods and motivate them to excel.
- Ensure daily, weekly and monthly cleaning tasks are completed.
- Set the tone and uphold Well Kneaded values during your shift.

Preferred Skills:

- Outgoing personality with the ability to connect with guests and team members.
- Prior experience in a food service environment.
- Strong customer service skills.
- Ability to work collaboratively while also taking initiative.

- Attention to detail and good organisational skills.
- Capacity to work well under pressure.
- Teachable attitude with a willingness to receive feedback.
- High level of fitness for long shifts and physical demands.

Join us at Well Kneaded and be part of a team that values people, food, and the planet!