

Lead Team Member

Job Title: Lead Hourly Team Member – Alohana Acai

Locations: All Locations (San Diego)

Reports To: Store Manager / Assistant Manager

Position Overview:

As the Lead Hourly Team Member at Alohana, you will play a key role in ensuring smooth and efficient day-to-day operations. You will take on leadership responsibilities, guide team members, and ensure customers receive high-quality products and excellent service. This position is ideal for someone who enjoys a fast-paced, customer-focused environment and has a passion for health-conscious, delicious food and drinks.

Key Responsibilities:

- Team Leadership:
- Lead by example by providing excellent customer service, ensuring team members maintain high standards.
- Support and assist the store manager, mentoring, and developing new staff.
- Step in as a supervisor during the manager's absence, ensuring operational continuity.
- Offer feedback around scheduling, ensuring adequate coverage for shifts and peak times.
- Assist store manager in proper execution of all store policies and procedures and holding the crew accountable through verbal coaching and leading by example.
- Customer Service:
- Greet customers with a friendly and welcoming attitude. Ensure that all crew members are taking and using customers names for all orders every time to promote a better customer experience and connection.
- Take customer orders, provide product recommendations, and answer questions about menu items.
- Ensure the accurate and timely preparation of orders.
- Resolve any customer complaints or issues in a professional and timely manner. Communicate to the director of operations and store manager what the issues were and how they were resolved or if we need to get involved to help resolve them.
- Product Preparation & Quality Control:
- Prepare and assemble acai bowls and smoothies following recipes and portion control guidelines.
- Ensure all products are prepared to the highest quality and consistency standards.
- Demonstrate, coach and teach proper execution and packaging of all online and delivery service orders that maintain food safety standards and expectations.
- Maintain a clean and organized workspace, ensuring all food safety and sanitation procedures are followed.

- Inventory & Stock Management:
- Assist store manager in inventory management and ordering supplies as needed.
- Monitor product levels and ensure ingredients are fresh and properly stored.
- Operational Efficiency:
- Monitor and assist with opening and closing duties, ensuring the store is prepared for daily operations and properly closed at the end of the day. Offer feedback to crew on quality of closes. Communicate feedback given to the crew with the store manager including successes and areas of opportunity.
- Assist with cash handling, POS transactions, and daily reconciliation.
- Help maintain cleanliness and organization throughout the store, including dining areas, kitchen, and storage areas.
- Coach, develop and direct crew while working side by side to achieve operational consistency and success. Have appropriate coaching conversations as needed. Communicate any areas of opportunity for development of crew members to the store manager.
- Health & Safety Compliance:
- Adhere to all food safety guidelines and health regulations.
- Ensure team members follow all cleanliness and safety protocols, including maintaining sanitized workstations and equipment.

Qualifications:

- Previous experience in a food service or customer-facing role, with at least 1-2 years of experience in a leadership or supervisory position preferred.
- Strong leadership, communication, and interpersonal skills.
- Ability to multitask in a fast-paced environment while maintaining attention to detail.
- Passion for healthy food and beverage options, with knowledge of acai bowls, smoothies, and dietary preferences (vegan, gluten-free, etc.).
- Strong organizational skills with a focus on quality and efficiency.
- Must be able to stand for extended periods and lift up to 25 pounds.
- Ability to work flexible hours, including weekends and evenings.

Compensation:

- Hourly wage commensurate with experience.
- Opportunities for tips.
- Employee discounts on menu items.
- Opportunity for growth and advancement within the company.

This is a great opportunity for individuals looking to take on a leadership role in a fun and vibrant environment while helping to create a positive experience for customers. Join our team and be part of something exciting!