KATA NORI HAND ROLL BAR

SHIFT LEAD

Position Type: Hourly · Leadership | Location: Kansas City, MO & Overland Park, KS

About Kata Nori

Kata Nori is a premier hand roll bar dedicated to the craft of exceptional Japanese cuisine. We believe in the power of teamwork, precision, and dedication. Our establishment is a community that thrives on collaboration, respect, and a shared passion for delivering high-quality sushi, hand rolls, and a flawless guest experience. We demand speed without ever sacrificing precision.

Role Summary

The Shift Lead is the acting Manager on Duty. You carry the standard and the decisions of the shift — not the decisions of the business. You run the pre-shift, control pacing on the floor, protect the guest experience, and hand the next manager a clean, documented shift.

Key Responsibilities

- Run the pre-shift meeting: covers, VIPs, allergies, large parties, features, and one standard to focus on.
- Build the floor with the host, confirm staffing, and cover call-offs with the General Manager.
- Collect the 86 list and features from the kitchen and bar and communicate them to the full team.
- Walk every station's opening checklist and verify readiness before doors.
- Stay on the floor during service — watch ticket times, expedite, and keep pacing aligned with the host.
- Jump in to bus, run, or pour; the Shift Lead is never above the work.
- Schedule meal periods of 30–60 minutes and manage cuts against remaining covers and side work.
- Handle first-line guest recovery and approve small comps within the limit set by the General Manager.
- Hold uniform, cleanliness, and service standards through in-the-moment coaching.
- Walk closing checklists, check out every employee personally, and reconcile the drawer per GM process.
- Write the shift log — sales, covers, issues, comps, 86s, injuries — and flag anything the next open must fix.

Role-Specific Requirements

- Escalate immediately: any injury, safety incident, or harassment report.
- Escalate any alcohol-service refusal that becomes a confrontation.
- Escalate comps above your limit, refunds, and post-close voids.
- Escalate discipline beyond in-the-moment coaching, scheduling changes, and any pay or hours dispute.
- Authority limits: may not send an employee home, hire, formally discipline, adjust punches, or approve time-off.
- Prior restaurant experience with demonstrated mastery of your home station.

- Calm, decisive judgment under volume; clear written and verbal communication.
- Alcohol-service certification and working knowledge of responsible service standards.

General Employment Standards

- Must successfully complete a 60-day introductory period.
- Strict adherence to Kata Nori’s Health, Safety & Sanitation standards, including zero-tolerance for substance abuse.
- Ability to work in a fast-paced, high-pressure culinary environment while maintaining a professional and courteous demeanor.
- Compliance with the company's cell phone policy (no personal use during service).
- Commitment to the 'Kata Nori Standard' of teamwork and cross-training.

Uniform & Grooming

Smart casual attire, predominantly black, appropriate to lead the floor. Hair must be neat and tied back. Facial hair well-groomed. Clean, trimmed nails with no long extensions. Minimal jewelry (watches, small studs allowed; no dangling items or bracelets).