

Shop Position Descriptions

Although the number and type of positions vary from shop to shop, these are the basic positions and job requirements at most Lenny's Sub Shops.

Since staffing is up to the discretion of each franchisee, the exact duties, responsibilities, and requirements may vary.

Greeter

Greets guests as they enter and leave the shop. Explains menu items to each guest and answers their questions. Receives orders from guests, asks questions, and makes appropriate suggestions. Communicates the order to the slicer and to the kitchen. Maintains cleanliness of the sandwich line area and visits guests to assist with their dining experience.

Slicer

Operates, maintains, and cleans the meat slicer. Carefully follows Lenny's safety policies and procedures. Ensures proper portion control and presentation of all meats and cheeses for cold sandwiches and salads. Cleans and maintains the slicer table, deli case, and surrounding floor area.

Sandwich Dresser

Communicates available toppings and leads guests through preparation of their sandwiches and salads. Ensures proper portion control and presentation of all cold toppings, sandwiches, and salads. Maintains and cleans the sandwich line area including the cooler and surrounding floor area. Assists the hot food/beverage station and takes orders whenever needed.

Hot Food/Beverage

Delivers hot food items to guests in the dining room. Asks how they can help make the guests' dining experience more enjoyable. Prepares and serves beverages. Clears tables and cleans the dining room. Restocks ice for the soda system. Cleans and maintains tables, floors, and equipment in the hot food/beverage area. Answers the phone and takes call-in orders. Communicates call-in orders to slicer and kitchen. Assists with cleaning the sandwich line area.

Cook

Prepares food fresh daily. Prepares hot sub sandwiches and salads to order and to specification. Ensures proper portion and presentation of bread, cookies, and all items needed for hot meals. Washes dishes. Maintains a clean and organized kitchen. Assists other team members as needed.

Cashier

Operates the Point of Sale (POS) System in an efficient and precise manner while being friendly and helpful to guests. Communicates with guests and other staff to quickly and accurately process orders. Assists with cleaning the dining room. Delivers hot food items to guests in the dining room. Asks how they can help make the guests' dining experience more enjoyable. Answers the phone and takes call-in orders. Communicates call-in orders to slicer and kitchen. Sincerely welcomes and thanks guests after each transaction.

Marketing Representative

Conducts blitz marketing with food samples and coupons. Implements local promotions that build sales to ensure shop sales objectives are exceeded. Assists with grand openings and special events. Develops marketing plans and maintains public relations for the shop. Assists as needed in all shop positions.

Delivery Driver/Marketing

Delivers catering orders to guests. Conducts blitz marketing with food samples and coupons. Implements local promotions that build sales to ensure shop sales objectives are exceeded. Assists with grand openings and special events. Develops marketing plans and maintains public relations for the shop. Assists as needed in all shop positions.

Shift Leader

The Shift Leader leads the team for a specific shift and is responsible for guest services, work schedules, sales and marketing, inventory, and controlling costs. The Shift Leader typically reports to the Assistant or General Manager and is responsible for all shop activities in the absence of a Manager.

Assistant Manager

The Assistant Manager fills in for the General Manager as needed and assists the General Manager with maintaining outstanding guest service, ensuring maximum sales and profitability through marketing, inventory, expense control, human resources management, and managing operating costs. The Assistant Manager reports to the General or Area Manager.

General Manager

The General Manager is responsible and accountable for all shop operations and profitability. Establishes and maintains outstanding guest service, oversees all shop operations to ensure maximum sales and profitability through marketing, inventory, expense control, human resources management, and managing operating costs. The General Manager reports to the Franchisee or designated person within the organization.