



## Team Member Job Description

### Classification

Nonexempt- Hourly

### Date

04/01/2018

### Summary/Objective

Team Members are the initial contact between customers and the restaurant and are responsible for providing exceptional guest service and support. Team members in this role ensure customer satisfaction, resolve customer complaints, and address questions customers may have. Team Members perform many tasks and in some locations may work in multiple roles at the restaurant level. This position operates under the direction of the General Manager, Assistant Managers, and Shift Managers. Position assignments may include one or more of the following based on the employees work location:

### Essential Functions

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

### All Team Members

- Delivers exceptional customer service and greets guests with a smile.
- May be responsible for tasks related to opening or closing restaurant, including cleaning kitchen equipment and dining room area(s).
- Ensures company and REV standards are met.
- Maintains sanitation, health, and safety standards in work areas.
- Maintains a fast speed of service per company standards and restaurant goals.
- Responsible for the cleanliness of assigned workstation, as well as restaurant general areas and restrooms.
- Follows all restaurant safety and security procedures.
- Ability to assemble or disassemble restaurant equipment as needed.
- Arrives on time for all shifts and stays until shift completion.
- Assists with sorting and storage of incoming shipments.
- May complete minor repairs, as needed.
- Uses appropriate safety equipment as necessary.
- Executes holding, temperature and quality standards related to all products.
- Ensures all accessible areas within the restaurant are free of obstacles or unsafe conditions.

### Cook

- Operates large-volume cooking equipment such as broilers, fryers, or ovens.
- Responsible to wash, cut, and prepare foods designated for cooking or sale.
- Rotates stock in freezer/cooler.
- Cleans and sanitizes food preparation areas, cooking surfaces, and utensils.
- Verifies that prepared food meets requirements for quality and quantity.
- Measure and mix ingredients required for specific food items being prepared.
- Cooks and packages batches of food, which are prepared to order or kept at required temperatures until sold.
- Prepares exact number of items ordered by each customer, and at times is working on several different orders simultaneously.
- Prepares foods and drinks to the customer specifications following specific methods quickly and correctly.
- Pre-cooks items, in order to prepare them for later use.
- Executes Product Holding Units (PHU's).



### **Cashier/Drive-Thru**

- Operates cash register and accounts for all monies and transactions.
- Takes food and drink orders, input their selections into the POS System, and receive payment from customers.
- Serves customer orders at counter or drive-thru window.
- Assembles orders on trays or in bags depending on the type of order.
- Counts down till at the end of each shift to ensure all monies and transactions are accounted for.
- Respond to guest questions, concerns and complaints and make sure they leave satisfied.
- Read food order slips or receive verbal instructions as to food preparation requirements by guests.
- Responsible for verifying cash drawer amount prior to and at end of shift.

### **Maintenance**

- Responsible for outside maintenance including cleaning menu boards, windows & ledges, sidewalks, parking lot, oil marks, and drive-thru lane.
- Picking up and disposal of trash including contents in ashtrays.
- Cleaning and maintaining the dining room area including floors, furniture, walls and ceiling.
- Changing light bulbs, light lenses, or other minor maintenance repairs throughout.
- Reassembling broiler or filtering the fryers.
- Assists in unloading and proper storage of deliveries.
- Frequent use of power washer or chemical spray devices.

### **Qualifications and Competencies**

- Must be at least (17) years of age.
- Must display ethical conduct and decision-making abilities.
- Ability to effectively interact and communicate, with co-workers, and guests and resolve issues with tact and professionalism.
- Exhibits a friendly, customer-centric attitude.
- Comfortable working in a high-stress, fast-paced environment.
- Aptitude to learn applicable Point of Sale (POS) System.
- Ability to perform basic business math and cash handling skills as applicable.
- Excellent multi-tasking skills.
- Maintains a professional appearance and company grooming standards.
- Ability to function well in a team environment.
- Required to possess a valid unexpired state issued Health Card.
- Must be able to use approved chemicals in compliance with OSHA regulation and MSDS specifications.
- Must be authorized to work in the United States without sponsorship from an employer.

### **Position Type/Expected Hours of Work**

This is a part-time position, and hours of work and days vary on a continual basis. This position regularly requires the employee to work varied shifts (day, swing or night) and frequent weekend work. Employees in this role have no supervisory responsibilities.

### **Work Environment**

This job operates in a fast-food restaurant environment, as such, the noise level in the work environment varies. When in the kitchen or the dining area, the noise level may increase to loud. Conditions in the restaurant may be slippery. Employees may be subject to extreme cold or hot surroundings frequently. Workers usually must withstand the pressure and strain of working in close quarters, standing for hours at a time, lifting heavy items, and working near hot equipment, broilers and ovens. Working at heights may be required.

**Physical Demands**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. While performing the duties of this job, the employee is regularly required to talk and hear. This position is very active and requires standing, walking, bending, kneeling, stooping, and crouching all day. The employee must frequently lift and/or move items not to exceed 40 pounds. and use hands to finger, handle, or feel objects, tools or controls. The employee is frequently required to reach with hands and arms, and to sit, climb or maintain balance. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus.

**Other Duties**

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.