

## JOB DESCRIPTION: RESTAURANT STORE-FRONT TEAM MEMBER

### ***Job Summary***

The Restaurant Store-Front Team Member is the front line in providing the Exceptional Guest Experience through the delivery of exceptional products and service. The top priority as a Team Member is guest satisfaction. The Store Front Team member is the very first person of contact for guest interaction. Your energy and passion for guest service are what make you a top team member in a fast-paced environment. This involves a high volume of communication between other Team Members to work together as a team in order to achieve success.

### ***Hospitality & Guest Service***

- ❖ Provides important visual cues for guests that make a positive first impression E.g. wearing proper career wear that is clean and neatly pressed, maintaining a clean parking lot/exterior and a clean and inviting dining room.
- ❖ Follows the guaranteed Always Fresh procedure to ensure coffee and products are always fresh and always accurate.
- ❖ Delivers consistent and outstanding guest service through friendly attitude, attentive behaviour and strong product knowledge.
- ❖ Enhances the guest experience by following the S.E.T. Principles: Smile, Eye Contact, Thank You.
- ❖ Uses proper procedures to ensure the accuracy of every order for every guest E.g. repeating guest's order when it is presented to them, using H.O.T.R.O.D.S. at drive-thru and marking hot beverage lids.
- ❖ Ensures every guest receives a prompt and warm greeting within 5 seconds at front counter and drive-thru.
- ❖ Maintains speed of service targets by working efficiently with a sense of urgency to fill orders and meet guests' needs.
- ❖ Promptly executes service recovery for any guest concerns or complaints by making it right with the guest, regardless of involvement in the issue.
- ❖ Listens carefully to guests and apologizes for the experience in the case of a complaint.

### ***Restaurant Operations***

- ❖ Follows all Operations standards and guidelines for preparation of products according to training and instructional materials provided.
- ❖ Prepares all products as required, following the order monitor to ensure the accuracy of every order.
- ❖ Communicates showcase and product needs to ensure proper product availability for guests.
- ❖ Regularly takes temperatures of the required products and records in the Time & Temperature Log.
- ❖ Counts inventory on a scheduled basis and reports back to management on what supplies to order.
- ❖ Stocks to replenish product at front of the store and in the storage area to ensure an adequate supply for rush hours.
- ❖ Sorts out shipment received from suppliers delivered from the truck and dates food delivery using first-in first-out (FIFO) procedures in storing and dating delivered food supplies.

### ***Policies & Procedures***

- ❖ Follows all restaurant policies, procedures and standards.
- ❖ Maintains the front counter and drive thru area by keeping it clean, organized, stocked and ready for rush periods in the restaurant.
- ❖ Follows proper hand washing techniques and all sanitation guidelines; completes all sanitation tasks as outlined by the Restaurant Manager or Restaurant Owner.

### ***Health & Safety (H&S)***

- ❖ Works in compliance with occupational health and safety legislation.
- ❖ Knows, understands and follows safe work practices and procedures.
- ❖ Uses or wears personal protective equipment or clothing as required.
- ❖ Reports all injuries/illnesses, accidents, unsafe conditions, security incidents and any contravention of health and safety legislation, policies and procedures to the Restaurant Manager or Restaurant Owner.
- ❖ Does not operate any equipment, machine, device or thing, or otherwise work in a manner that will endanger anyone.
- ❖ Participates in a Joint Health & Safety Committee (JHSC) to participate in health and safety (H&S) inspections and meetings.

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### ***Working Conditions***

- ❖ Continuous Standing on tiled surfaces for all tasks.
- ❖ Occasional lifting of objects weighing between 5 -30 lbs. from the floor to counter height.
- ❖ Frequent exposure to below freezing and high heat temperatures while accessing walk-in freezers and working near ovens and toasters.
- ❖ Repetitive tasks within a fast-paced environment under frequent pressure.
- ❖ Frequent exposure to moderate noise levels released from operating machines in the kitchen and front of the store.

### ***Knowledge, Skills, Abilities & Other Attributes.***

- ❖ Maintain good product knowledge.
- ❖ Good verbal and written communication skills.
- ❖ Strong team player with an ability to collaborate with others.
- ❖ Ability to learn quickly and from mistakes.
- ❖ Ability to multi-task in a fast-paced environment.
- ❖ Reliable and punctual.
- ❖ Possess a strong work ethic.

### ***Qualifications***

- ❖ Possessing a Standard First Aid certification is considered an asset.
- ❖ Having a Food Safe Certificate is an asset.

### ***Minimum Requirements***

- ❖ Must be legally entitled to work in Canada.
- ❖ Good communication skills with spoken and written English.

### ***Relationships***

- ❖ Internal: Supervisors, Restaurant Managers and other Team Members.
- ❖ External: Guests and suppliers.