

## Job Title: Team Member

FLSA Status: Non-Exempt



**POSITION SUMMARY:** Provide service that invites interaction with our guests by creating orders as requested and educating guests about our menu. Ensures that the restaurant is clean and inviting to guests at all times; lives the brand values and makes the brand thrive.

### How it's Done...

#### Providing Service that Invites Interaction with our Guests

- Acknowledges, engages and interacts with guests and other Team Members; anticipates and exceeds guests' needs
- Engages guests in dining room through table visits
- Busses dining room area during peak volume periods
- Rings orders accurately by using the point of sale system
- Receives cash and credit card payments and issue receipts or change due to guest; responsible for overages and shortages, accuracy and security
- Addresses guest needs and concerns as they relate to cash handling and order preparation

#### Creating an Environment that Showcases Handcrafted Preparation

- Creates guest orders as requested and ensures the accuracy of each order
- Suggests appropriate flavor combinations and menu complements to enhance the quality of the guest experience
- Pays careful attention to presentation of food (i.e. pulls plastic wrap off items before coming to the line, etc.)
- Frequently cleans the service line, restrooms, equipment, and dining area and assist in maintaining overall restaurant cleanliness

#### Preparing Food that Celebrates our Passion for Ingredients

- Prepares, creates, and maintains food according to specifications by using approved recipes, proper portioning, and food prep logs/tools
- Replenishes food in serving stations and holding areas appropriately

### It's All About...

#### Keeping it Real

- Being yourself
- Having a positive attitude and a genuine desire to make others happy
- Being confident yet open to asking for support
- Having pride in who you are and what you do
- Taking personal accountability

#### Serving One Another

- Letting others be themselves
- Treating each other with care & respect
- Welcoming new members to the team
- Enjoying being part of a team and helping others
- Being dependable and reliable
- Being self-motivated and action-oriented
- Communicating effectively and positively
- Holding each other accountable
- Never walking past a problem
- Making recommendations for improvements

#### Serving the Guest

- Having a desire to serve others
- Making each guest feel welcome and appreciated
- Anticipating guests' needs and personalizing conversations
- Enthusiastically conveying a passion for food and sharing flavor exploration
- Being empowered to making it right for the guest
- Being thoughtfully generous

#### Learning & Growing

- Being curious
- Taking initiative to understand and learn
- Applying what you learn
- Sharing what you learn

**POSITION REQUIREMENTS:** High school diploma or equivalent required; age requirements may apply in order to remain in compliance with State and Federal laws. Ability to communicate in English is required; Spanish comprehension is helpful. Fundamental reading, writing, math and computer /POS skills are required. Must have access to adequate transportation and complete the administrative driving requirement. May be required to reach, bend, stoop, climb, and/or lift up to 50 pounds. May be required to operate/access equipment at standard heights while walking or standing during entire shift. Hazards include, but are not limited to, slipping, tripping, burns, cuts, abrasions, and falls. Must be willing to work a variety of shifts, sometimes extending beyond eight hours, based upon local operating hours. Must be able to work weekends and holidays. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.