

TEAM MEMBER TRAINER

Department: Operations
Reports to: Shift Leader (SL), Assistant General Manager (AGM), Restaurant General Manager (RGM)
Employment Type: Hourly, Non-Exempt
Work Location: On-Site at Assigned Restaurant Location(s)

POSITION SUMMARY:

The Restaurant Team Member Trainer is responsible for training and mentoring new employees, ensuring they are equipped with the skills and knowledge to provide excellent service and uphold the company and brand standards. This position requires good communication and training skills, as well as a thorough understanding of restaurant operations. The Team Member Trainer plays a critical role in fostering a positive work environment and maintaining consistent service standards by ensuring that our people feel confident, capable, and connected to their purpose.

DUTIES & RESPONSIBILITIES:

- **Training & Onboarding:**
 - Deliver hands-on, high-energy training to new hires about restaurant policies, operational procedures, and standards, including food safety, guest experience, and brand expectations, ensuring they are prepared for success in both front- and back-of-house roles.
 - Reinforce training using available tools, checklists, and coaching strategies provided by the company to help team members improve their skills.
 - Reinforce company & brand standards in food preparation, guest experience, safety, and cleanliness.
- **Performance Coaching & Support:**
 - Provide real-time feedback to team members on accuracy, efficiency, and guest interactions.
 - Address any performance issues promptly and escalate concerns to the management team, when needed.
 - Foster a welcoming, inclusive learning environment for all team members.
 - Serves as a positive role model for other employees by demonstrating excellent work ethic, consistently best on block guest service, and operational efficiency.
 - Mentor new team members, offering guidance and answering questions as they adjust to their new roles.
- **Operational Excellence:**
 - Support the team by stepping into any station as needed.
 - Uphold high standards of cleanliness, food safety, and speed of service.
 - Ensure accurate portioning, prep standards, and station stocking during service.
 - Demonstrate hospitality and coach others on how to exceed guest expectations.

- **Guest Experience & Food Preparation/Quality**
 - Greet and welcome guests in a friendly, professional manner.
 - Accurately take orders and operate point-of-sale (POS) systems; assist guests with kiosks as needed.
 - Ensure that guests' needs are met promptly and efficiently.
 - Serve & prepare food and beverages according to the company's portion, presentation, speed, and quality standards ensuring order accuracy & quality standards.
 - Respond to customer inquiries, concerns, and requests in a polite and professional manner.
 - Resolve customer concerns with professionalism and positive energy.
 - Maintain a clean and organized dining area, including cleaning tables, refilling drinks, and resetting tables for new guests.
 - Consistently follow all food safety, hygiene, and sanitation guidelines consistently.
 - Assist in the organization of the kitchen, including keeping work areas clean and stocked.
 - Follow instructions from Managers in Charge (MICs) to ensure timely preparation of orders.
- **Health & Safety:**
 - Regularly wash & sanitize (if applicable) hands according to brand and food safety standards.
 - Maintain cleanliness and sanitation of dining areas, kitchen, restrooms, parking lot, dumpster areas, windows etc.
 - Perform assigned cleaning tasks, including dishwashing, equipment maintenance, and trash disposal.
 - Follow food safety standards and regulations, including proper food storage and temperature control.
 - Regularly sanitize surfaces and equipment in accordance with company policies and health regulations.
 - Adhere to workplace safety standards to prevent accidents and injuries.
 - Alert MIC to any maintenance or safety issues promptly.
- **Teamwork & Communication:**
 - Communicate effectively with both employees and managers to ensure alignment on training goals and expectations.
 - Provide feedback to management about employee performance and any areas where additional training may be needed.
 - Maintain open lines of communication with trainees to ensure they feel supported and confident in their roles.
 - Collaborate with coworkers and MICs to ensure smooth restaurant operations.
 - Communicate clearly and respectfully with other team members to provide high-quality service to customers.

- Must adhere to the weekly schedule created by store management.
- Attend team meetings and complete all assigned training.

KEY COMPETENCIES:

- Positive Energy: Radiates enthusiasm and sets the tone for a fun, productive shift.
- Accountability: Owns responsibilities and follows through on commitments.
- Recognition: Notices and celebrates progress in others; gives positive, constructive feedback.
- Servant Leadership: Guides others by putting their growth and success first.
- Communication: Clearly explains expectations, procedures, and corrections in a respectful way.
- Dependability: Shows up ready to lead and contribute to a high-performing shift.
- Attention to Detail: Focuses on accuracy and quality, especially during training.
- Patience & Empathy: Understands that people learn at different paces and adjusts accordingly.

SKILLS & QUALIFICATIONS:

- Must be at least 16 years old.
- At least 6 months of experience working in a restaurant or food service role required.
- Current student, or high school diploma or equivalent is preferred; some college coursework in hospitality or business management is a plus.
- Previous experience training or mentoring peers is preferred.
- Must be fully cross trained in all stations (FOH, BOH, etc.)
- Excellent communication and interpersonal skills.
- Strong leadership abilities and a passion for training others.
- Good knowledge of restaurant operations, including food safety, customer service, and POS systems.
- Patience and ability to provide constructive feedback in a positive manner.
- Ability to multitask and stay organized in a fast-paced environment.
- Ability to motivate and inspire team members.
- Ability to follow verbal & written directions and work as part of a team.
- Must be able to count cash and make change accurately, if applicable (depends on brand & position).
- Must have or be willing to obtain required food handler's certification for respective state/local area, if applicable.
- Reliable attendance and transportation required.

WORKING CONDITIONS & PHYSICAL REQUIREMENTS:

- Must be able to handle stress in a fast-paced, high-energy restaurant environment.
- Must be able to stand and walk for extended periods (up to 8 hours per shift).
- Must be able to lift and carry up to 25-50 lbs.

- May be exposed to heat, cold, cleaning chemicals, and sharp kitchen equipment.
- Physical demands may vary depending on the specific role (BOH or FOH).

COMPENSATION & BENEFITS:

- Hourly wage, (specific rate depends on the role, experience, and location).
- Tips (depending on brand) may provide additional earnings.
- Flexible schedules available.
- Opportunities for advancement to Shift Leader and Management roles.
- Employee meal discounts and team recognition programs.
- Full-time employees may also be eligible for, paid time off, health benefits, or other incentives.