

TEAM MEMBER

Back-of-House (BOH) & Front-of-House (FOH)

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 Team Member is the heart of our front-line operations. They play a key role in providing an excellent dining experience for guests. Whether preparing food, working the register, or keeping our restaurant clean, the Team Member also shares the responsibility to ensure that the restaurant runs smoothly, deliver outstanding customer service, and contribute to the overall success of the restaurant. The Team Member role requires positive energy, excellent communication, a strong work ethic, and the ability to work as part of a team.

DUTIES & RESPONSIBILITIES:

- **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:**
 - 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.
 - Support the team by jumping in when & where needed.
 - Assist with training new staff as needed.
 - Handle multitasking and adapt to a fast-paced work environment.
 - Attend team meetings and complete all assigned training.

KEY COMPETENCIES:

- Positive Energy: Brings enthusiasm and a can-do attitude to every shift.
- Accountability: Shows up on time, stays focused, and takes ownership of performance.
- Recognition: Celebrates team success and contributes to a fun, encouraging environment.
- Servant Leadership: Puts the needs of the team and guests first in every action.
- Adaptability: Stays cool under pressure and adjusts quickly to changing priorities.
- Attention to Detail: Delivers quality work, even when multitasking.

SKILLS & QUALIFICATIONS:

- Must be at least 16 years old.
- Previous experience in a customer service or restaurant setting is a plus but not required for entry-level positions.
- Current student, or high school diploma or equivalent is preferred but not required.
- Excellent customer service skills.
- Ability to work efficiently in a fast-paced environment.
- Strong communication skills and a friendly, positive attitude.
- 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.

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 Team Member Trainer, Shift Leader, & 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.