

Job Title: Team Member	Department : Field Operations
Reports To: General Manager	FLSA Status: Non-Exempt
Job Code: 0619	Pay Grade: 01

POSITION SUMMARY:

The Team Member is responsible for providing excellent Guest service, preparing high quality food and maintaining a clean work environment.

POSITION ACCOUNTABILITIES:

Sales and Profits

1. Builds sales by promoting Guest satisfaction
2. Minimizes waste levels by following prep charts and food preparation guidelines
3. Prepares high quality food by following proper food preparation guidelines

Guests

1. Provides excellent Guest service at all times and escalates concerns as necessary
2. Responds promptly to Guest needs
3. Maintains restaurant cleanliness during shift
4. Follows restaurant cleaning plan
5. Follows manager's direction on rotating and stocking products
6. Follows flowcharts, checklists and prep charts
7. Follows restaurant priorities set by Management
8. Maintains safe working conditions in the restaurant as outlined in company policies and procedures
9. Follows company policy for cash control and security
10. Follows all preventative maintenance programs and follows procedures for reporting maintenance problems

People

1. Adheres to all Company Policies such as Dress, Attendance, Conduct, Courtesy
2. Follows Leadership Chain and Fast Track Policy

Performs other related duties, tasks and special projects as required.

EMPLOYMENT STANDARDS

Education & Licensing

- High school diploma or general education degree preferred but not required
- Food Safety certified where applicable

Experience

- Guest service or Food preparation experience preferred

Essential Physical Requirements

- Ability to regularly stand for extended periods of time, talk, see, and hear.
- Ability to read, analyze and interpret written information such as procedure manuals, Company communications or governmental regulations.
- Ability to perform basic math functions.
- Ability to occasionally lift and/or move up to 50 pounds.
- Ability to work in a normal restaurant environment where the noise level is usually moderate and occasionally be exposed to outside weather conditions.
- Ability to tolerate frequent exposure to smoke, steam, high temperatures, humidity and extreme cold. There is also frequent contact/immersion of hands in water, sanitation solutions, meat products, poultry products, seafood and produce items.
- Ability to work flexible schedules and extended hours may be required to meet deadlines, handle unusual workloads or to accomplish organizational priorities

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