Back of House Team Member: Job Description

Name:_____

Reports to: BOH Operations Leader

Objective:

The Team Member seeks to provide guests with quality food each and every day by working as a team to give each guest the quickest, highest quality experience possible. The Team Member also treats those they work with, as well as guests, with honor, dignity, and respect – all day, every day.

Our Vision: To serve the Largo team and community with care and excellence.

Our Mission: To be the fastest and friendliest restaurant in Pinellas County

Our Core Values:

- Development: Prioritize continuous growth, learning and improvement in oneself, team and as an organization
- Innovation: Thinking creatively and embracing change.
- Virtue: To demonstrate honesty, responsibility and compassion
- Excellence: Striving for the highest standards of quality and performance

How will we do it?

- Winning Hearts Everyday
  - Operational Excellence
  - 2nd Mile Service
  - Attentive and Friendly Team Members

Job Requirements

- Willingness to do whatever is asked of you (lift up to 50 lbs)
- Positive attitude- smile and speak with a friendly tone
- Be productive and proactive- there is no such thing as down time
- Reliability- show up to do all assigned shifts on time and ready to work

Key Attributes + Initial Training

1. Breading + Raw

- Only bread the pathway way, with speed and quality
- Control coater and milkwash use to avoid over using
- Chicken pull, pre-filt, milkwash and prepping grilled product
- Learn how to properly load all product into the fryers and on the grill
- Understanding and utilize the Lean Ipad
- Maintain constant and effective communication with Boards

2. Machines

- Dropping, picking up, and transferring food
- Filter lockouts
- Filter bottoms
- Grill maintenance
- Maintain constant and effective communication the breeders
- Coach breaders if quality is not meeting expectations

3. Fries

- Meet quality requirements
- When/How much fries to drop
- Picking up/transferring fries
- Salting
- Scooping/ weighing fries/ maintaining packaging cleanliness
- Filter lockouts/ regularly skimming to maintain oil quality
- Utilizing down time productively by cleaning, stocking or helping other positions

4. Knowledge

- Food safety 5
    - Health and Hygiene
    - Cross Contamination
    - Time and Temperature
    - Cleaning and Sanitation
    - Pest elimination
- AHA (Automated holding assistant)
    - Timing pans in and out
    - Ensuring pans do not go into red
- Lean
    - Not over or under breading product
    - Not over or understocking the chutes during slow times
- Waste
    - Control waste
- Also recording waste

Summary of Expectations:

1. Food Safety

- First and foremost, practice good personal hygiene. This includes washing your hands appropriately anytime you switch tasks, visiting the restroom (in the restroom AND when you return for a guest's perception),etc.

2. Cleanliness

- Keep in/around your area that you are working in clean at all times. Look for opportunities to detail clean as needed.

3. Organization (FIFO-first in, first out rotation)

- Put things back in their proper place. All products must be a minimum of 6” off the floor regardless if in a box, etc...

4. Quality

- Using Lean systems
- Cleanliness
- Speed
- Accuracy
- Follow all processes and procedures

Agreement:

I hereby understand that this is not an exhaustive list, but rather a guideline to maximize my role and to influence the Chick fil A Largo location in this capacity. I commit to all elements of preserving a healthy environment and driving culture i.e. minimal politics, minimal confusion, high employee morale, and high productivity. I will lead daily to add value and protect our environment and culture on behalf of the professionals I have the privilege to serve beside each day.

Name: _____ Date:_____