FOH Team Member: Job Description

Name: _____

Reports to: FOH Operations Leader

Objective:

The Team Member seeks to provide guests with a remarkable dining experience each and every day by working as a team to give each guest the quickest, highest quality personalized 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

Our strategy wouldn't be possible without our **Attentive and Friendly Team Members.**

Job requirements:

- WIllingness to do whatever is asked of you (work outside for up to 3 hours at a time, lift up to 50 lbs)
- Positive attitude- smile and speak with a friendly tone
- Be productive and proactive- there is no such thing as nothing to do
- Reliability- show up to all assigned shifts on time and ready to work

Key Attributes + Initial Training:

1. Front Counter

- Exhibit Core 4 with each guest, as well as the rest of the team
- Greet the guest immediately and take orders within 30 seconds of being at the front of the line - This exhibits genuine hospitality as well as fast service
- Fulfill guest's orders by preparing drinks, etc. and directing guests to either have a seat (with their table marker) or wait at the pickup sign.
- Encourage guests to convert their order into a meal to complete/enhance the guest's visit. - Upselling items promotes profitability and helps to make a connection with the guest
- Exhibit *Second Mile Service* by demonstrating proactive, personal, and generous behavior with every guest

2. iPos

- Give guests a warm welcome, and a fond farewell
- Do not wait for cars to come to you, approach them and always keep cars pulled all the way up
- Speak with a friendly tone, smile and make a connection.
- Listen carefully to accurately record their order to ensure order accuracy. This includes all condiments, special requests.
- Read back every order
- Utilize headset to communicate to the team inside

3. Dining Room

- Keep the restaurant clean at all times, including floors.
- Ensure tables and seats are sanitized after each customer turnover.

- Do table touch-ins, offer to refresh beverages for guests at their tables to ensure the guests do not need to walk to the counter for a refill, offer to take trash, ask how the meal was.
- When walking through the Dining Room for any reason look for any debris/etc. that you can clean up on your way to/from.
- Keep condiment counters fully stocked.
- Keep trays collected, clean trays and table markers.
- Regularly check restrooms, keep them clean and stocked
- Playground cleanliness/awareness

4. Knowledge

- Core 4
    - Make eye contact
    - Share a smile
    - Speak in a friendly tone
    - Always say my pleasure
- Winning Hearts Everyday

    - Operational Excellence
    - 2nd Mile Service
- Food safety 5
    - Health and Hygiene
    - Cross Contamination
    - Time and Temperature
    - Cleaning and Sanitation
    - Pest elimination

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 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. Hospitality/Second Mile Service (2MS)

- Always look for opportunities to lead with your heart and serve guests. This includes, but not limited to: opening doors, carry trays, carrying large orders to their cars,

5. Quality

- Speed
- Accuracy

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.

Printed Name: _____

Signature:_____

Date:_____