


Restaurant Associate

Our Promise:	Our Core Values:	Position Basics
To Serve the Best Pizza and Make your Day a Little Better.	I Integrity  Loving F Fun O Of service O Open minded D Disciplined	Department: Restaurant Operations Reports to: General Manager, Manager on Duty Location: Restaurant Job Grade: H11 – H13

Position Summary – A Day in the Life

Restaurant Associates are high-energy team players who serve our customers and produce the finest quality product. Each workday may vary; mid shifts and closing shifts, weekday and weekend shifts, holidays, or even the length of the shift or the store location may affect the tasks perform. Your shifts will be challenging, fun, and likely different from the previous shift! Typical duties include checking day dots, stocking paper products, cleaning as needed, making salads or subs, topping pizzas, or working the window or front registers.

Job duties and responsibilities

- Greets and warmly welcomes customers upon arrival, whether inside the lobby or at the drive-up window.
- Ensures the shift is ready for revenue by completing food prep, stocking, and pre-topping pizzas.
- Sets the next shift up for success by completing food prep, stocking prep-tables, and freezer pulls.
- Services the customer while using the cash register to accurately take orders, handle cash, give correct change, and balance register prior to and directly after the shift with the Manager on Duty.
- Ensures restaurant cleanliness by cleaning and mopping the lobby, restrooms, and kitchen as needed.
- Folds pizza boxes.
- Effectively communicates with customers, co-workers, and managers in person or over the telephone.
- Takes customer orders over the phone.
- Completes the meal by offering suggestive sell items to the customers.
- Offers to refill drinks, provides plates and napkins as needed and answers customer questions.
- Follows all food safety guidelines, including handwashing, illness reporting, and cleanliness.
- Follows detailed food recipes while completing subs, pizzas, and salads for customers.

Minimum requirements

Education

- No requirements

Work Experience

- Customer Service experience is helpful but not required

Physical Requirements

- Must be able to perform the essential functions of this position safely while meeting productivity standards
- Able to stand and/or walk entire shift
- Able to lift up to 20 pounds consistently and up to 50 pounds occasionally
- Occasional bending and twisting

Acknowledgement Signature:

Associate Name

Associate Signature

Date