

Position Title:

Front of House (FOH) Crew Member

Reports to:

FOH Manager, FOH Crew Leader(s)

Compensation Grade:

\$15.00-\$19/hr

Full time and Part time available

POSITION OVERVIEW:

FOH Crew Members work in fast-paced environment where they take care of the end-to-end ordering process, from asking customers about their orders to processing payment and portioning/preparing the requested food items. FOH Crew Members effectively work with a team and divide tasks among themselves. FOH Crew Members experience several workstations, such as the point of sale, various food service stations, and the BOH Kitchen. Compliance is a major aspect of the job, as it is paramount the FOH Crew Members ensure the cleanliness of the restaurant, the correct food portions are distributed, adherence to the safety requirements and internal procedures.

PRIMARY RESPONSIBILITIES:**Process Orders**

The FOH Crew Member is responsible for taking customer orders according to company guidelines. This involves requesting and verifying customers' chosen food items, operating cash registers to process payment, navigating delivery platforms, portioning/preparing the customers' order. FOH Crew Member also promote other restaurant products using suggestive selling techniques.

Prepare Food

Because customers expect only a short waiting time, FOH Crew Member must prepare and package food quickly without compromising quality, by complying with restaurant portioning and procedures. They must also observe safety requirements and consider factors such as presentation, portion control, and special requests.

Customer Service

During their entire shift, the FOH Crew Member strive to provide a high level of service. They greet customers warmly, answer basic inquiries about the restaurant, and offer information about menu items, creating a comfortable environment through their courteous, respectful attitude.

Maintain Restaurant Cleanliness

FOH Crew Member keep workstations clean and organized to satisfy company standards and ensure hygienic food preparation. Maintain the cleanliness and sanitation of all service stations. Beyond this,

they can be assigned more general housekeeping duties such as cleaning dishes, mopping, and sweeping.

Identify Problems

FOH Crew Member interact firsthand with customers, they are in a prime position to look out for possible issues and customers often turn to them when voicing their complaints. FOH Crew Member must know how to handle such situations and promptly relay these concerns to Management.

Completing Manager/Supervisor Assigned Tasks

This includes performing the opening and closing procedures as assigned. Restocking the drink fridges and the food service line. Assisting in the preparation, delivery and service of catering orders as assigned, completing checklists, trackers & procedure manuals as assigned, receiving inventory and store goods, in an organized manner, utilizing First In First Out (FIFO).

Adhering to Health and Safety Standards

This includes adherence to WHMIS guidelines when using chemicals, proper Food Handling guidelines in the storage, preparation, and service of food, performing all duties according to kitchen safety guidelines and Occupational Health and Safety guidelines, operating all equipment safely, and in the prescribed manner and reporting all accidents, injuries, and incidents to FOH Manager.

CREW MEMBERS SKILLS & QUALIFICATIONS

FOH Crew Member are efficient and adaptable, catering to customers in record time and accomplishing their tasks calmly even during busy periods. They excel at following procedures and keeping track of details. In addition, FOH Crew Member benefit from having the following skills:

- **Customer service** – FOH Crew Member must be prepared for various scenarios, from routine order-taking to complaint resolution. To address inquiries properly, they should also be knowledgeable about menu items and the restaurant mission.
- **Accuracy** – FOH Crew Member are attentive and thorough, double-checking orders and strictly abiding by instructions when preparing food. It is essential to get every detail right, as they serve a queue of customers and mistakes may result in undesirable delays
- **Teamwork** –FOH Crew Member must communicate clearly and synchronize their workflow with others to accomplish customer requests in a span of minutes
- **Multitasking** – Job duties for FOH Crew Member are diverse. Given their fast-paced work environment, they should be excellent multitaskers who can switch fluidly between different kinds of activities and cope with high demand
- **Physical dexterity** – FOH Crew Member use their hands significantly, as their food preparation duties may entail serving, cooking, cutting, lifting, and wrapping. Another physical requirement is standing for several hours

Education

- High School diploma or equivalent

- Food Handler certificate, preferred

Experience

- Minimum of 1 year of customer service experience, preferred
- Minimum of 1 year of experience as a cashier in a food service environment, preferred

Personal Characteristics

- Patient, with the ability to maintain a positive outlook under pressure.
- Tact and respect when interacting with all customers, co-workers, and suppliers.
- Ability to de-escalate contentious situations and maintain a calm and professional demeanor.
- Punctual and flexible regarding work scheduling.

Physical and Mental Demands

- Potentially hazardous work environment (chemical usage, dangerous tools and equipment, burn hazards, slip hazards).
- Stamina required for prolonged periods of standing while performing tasks requiring mental alertness.
- Prolonged periods of viewing electronic screens.
- High amount of hands-on work, walking, standing, and transporting orders.
- Frequent heavy lifting of items up to 40 pounds.

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