



Antares Restaurant Group Ltd
Position Description – Restaurant Team Member

Position Title: Team Member

Reports to: Restaurant Manager

Key Relationships:

Internal: Fellow Team Members
All Managers within the Restaurant
Production and Service Coordinator
Team Trainer
Maintenance

External: Guests

BK Compass:

Straight Up

I do the right thing BKos it's right

- I communicate openly and honestly
- I stand up for what is right
- I do things the right way

Own It

BKos I do what I say

- I take responsibility for my actions
- I fix it if its not right
- I get stuck in to achieve results

Team Up

BKos together we can achieve anything

- We unite towards a common goal
- We respect everyone
- We look after each other

Bring It

BKos we make it fun

- We bring a positive attitude
- We get fired up
- We have a laugh

Burger King® Vision

“Single Most Loved Burger Brand”

The Guest Promise

Burger King® is flame grilled burgers, fries and soft drinks at a good value, served quickly and consistently by friendly people in clean surroundings.

Position Purpose: To create a fun, enjoyable dining experience with fast friendly service, top quality products and high standards of cleanliness

Key Result Area	Accountabilities
<p>Guest Service Consistently Providing Friendly and Efficient Service</p>	<ul style="list-style-type: none"> • The five steps of front counter and drive thru service are followed • Regular Guests are acknowledged and recognised • Strong relationships are built with Guests • Minor complaints are handled effectively and politely, and as per the company policy • Children are recognized and rewarded with crowns • Communication with Guests is positive & friendly
<p>Food Preparation To maintain top quality products for our burgers</p>	<ul style="list-style-type: none"> • Food is prepared according to defined procedures • Condiment expiry times are recorded on the pan • Expired products are discarded into the supplied waste bin • Only top quality products are used
<p>Making burgers and other Burger King products To make the best burgers and other Burger King products in the fast food industry</p>	<ul style="list-style-type: none"> • Procedures are followed as learnt through Right Track Training (RTT) materials and on the job training • Made to order burgers are made as requested and marked properly • The correct amount of product is served e.g. size of fries – full bag, correct portioning of ingredients in burger i.e amount of mayonnaise
<p>Health and Safety To ensure the Health & Safety of yourself and others</p>	<ul style="list-style-type: none"> • Engage, participate and give feedback into H&S matters in the workplace • Attend H&S training and show that you understand what you have learnt • Report risks and hazards to restaurant management (this includes risks due to stress, harassment, bullying) • Be H&S conscious by following safe work practices and make sure that in all of the tasks you do, H&S of yourself and others is top of mind. • Use all equipment in accordance with company safety standards. • Make sure you are aware of the accident and emergency procedures. • Ensure you report all accidents/incidents and that the restaurant management are aware of them. • Wear the appropriate PPE when required. • Wear covered in and slip-resistant shoes.
<p>Cleanliness To ensure that the service area, dining area, kitchen, bathrooms and outside area are always spotlessly clean</p>	<p>Follows procedures set out in training, including:</p> <ul style="list-style-type: none"> • Sanitizing work benches frequently • Sweeping the floor to remain free of food • Washing equipment after use • Cleaning and wiping tables after use • Mopping dining area when necessary (remembering to put signs out) • Cleaning bathrooms regularly • Picking up rubbish and emptying bins • All assigned tasks are completed as requested
<p>Personal Appearance To ensure a high standard of personal hygiene and correct uniform is worn at all times in accordance with the Restaurant Workplace Appearance Policy</p>	<ul style="list-style-type: none"> • Consistently meets the required standards as per the Workplace Appearance Policy
<p>Equipment Usage To maintain the condition of the equipment used by the restaurant</p>	<ul style="list-style-type: none"> • Instructions are followed as set out during training • Any damage to equipment is reported to the Manager immediately • Protective safety clothing and equipment is always used e.g. wizard glove
<p>Cash Transactions To protect staff and Burger King from cash discrepancies</p>	<ul style="list-style-type: none"> • Procedures as outlined in the Cash register policy are followed

NOTE: the precise performance measures for this position will need further discussion between the jobholder and the Manager as part of the performance development system

Competency Profile:

COMPETENCY	DESCRIPTION
Guest Focus	Talks to internal and external guests with warmth, enthusiasm and respect; maintains eye contact with guests and smiles; thinks about the guests needs.
Personal Integrity	Is seen as someone who is honest, reliable and trustworthy. Admits mistakes. Role models the BK values.
Action Orientated	Enjoys getting stuck in and working hard; Can do attitude; Full of energy and enjoys a challenge; works best in a fast-paced busy environment.
Listening Skills	Listens to instructions without interrupting and follows them; listens to customers without interrupting.
Interpersonal Skills	Relates well with all sorts of people; Bubbly and cheerful; Acts in a way which helps create a positive, fun team environment.
Learning	Eager to learn about the business; enjoys learning new skills; likes new experiences.
Working Under Pressure	Is able to multi-task and work effectively and efficiently in a busy and fast-paced environment.
Energy and Passion	Demonstrates enthusiasm through body language and verbal communication. Is pleasantly optimistic, positive and this is infectious. Demonstrates pride in their work and encourages this amongst team.

Experience required:

Essential: is the absolute minimum the job requires	Preferred:
Desire and willingness to work in a Fast Food Restaurant	Experience working with customers and in a kitchen of a Fast Food Restaurant
Experience working in a team	Retail, hospitality or Customer Service Experience in a food related or FMCG environment
	Cash handling experience
	Experience handling raw and cooked foods
	Experience working with cooking equipment
	Retail or Customer Service Experience