

Position Description

Restaurant Team Member



My role is to:

Position Purpose:

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

Reports to: Restaurant Manager

Key Relationships:

- Internal**
 - Fellow Team Members
 - All Managers, including Shift Leads
 - Team Trainer
 - Maintenance

- External**
 - Guests

Burger King® Vision

“NZ’s First Choice 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.

Everyday I will ...

- Consistently provide friendly and efficient service.
- Maintain top quality products for our burgers.
- Make the best burgers and other Burger King products in the fast-food industry.
- Ensure the Health & Safety of myself and others.
- Ensure that the service area, dining area, kitchen, bathrooms and outside area are always spotlessly clean.
- Ensure a high standard of personal hygiene and correct uniform is worn at all times in accordance with the Restaurant Workplace Appearance Policy.
- Maintain the condition of the equipment used by the restaurant.
- Protect staff and Burger King from cash discrepancies.

Outcomes I am responsible for...

Guest Service

- 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 recognised and rewarded with crowns
- Communication with Guests is positive & friendly

Food Preparation

- 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

Making burgers and other BK products

- 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.

Personal Appearance

- Consistently meets the required standards as per the Workplace Appearance Policy.

Health & Safety

- 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.

Cleanliness

- Sanitising 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.

Equipment Usage

- Instructions are followed as set out during training and any damage reported immediately.
- Protective safety clothing and equipment is always used e.g. wizard glove.

Cash Transactions

- Procedures as outlined in the Cash register policy are followed

Position Description

Restaurant Team Member



What I will bring to the role...

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 Oriented

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.

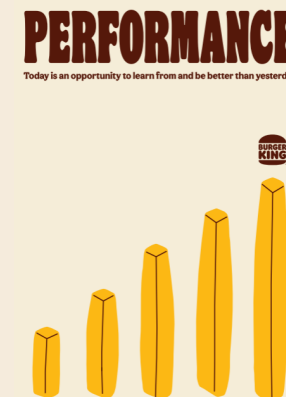
Working under pressure

Is able to multi-task and work effectively and efficiently in a busy and fast-paced environment.

Passion & Pride

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.

What we value...



Skills & experience for success...

Important for the role:

- Desire and willingness to work in a Fast Food Restaurant
- Experience working in a team

Would be helpful to have:

- Experience working with customers and in a kitchen of a Quick-Service Restaurant
- 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