Job Description

<u>OBJECTIVE:</u> The employee is to establish an outstanding dining experience for all guests and follow the policies of Huddle House to produce outstanding service and excellent, high quality food served to satisfied guests in a pleasant atmosphere.

I. RESPONSIBILITIES OF THE EMPLOYEE

- **Report to work on time in a *clean, proper uniform* and *with a positive attitude* ready to work.**
- Complete the position checklist while stocking and preparing the restaurant for the next shift.
- Know the menu, features of the day and which juice or dessert to suggestively sell.
- Know your duties and the duties of all co-workers for maximum ***<u>teamwork.</u>***
- Know and follow the Huddle Steps of Service with each and every guest to maximize shift sales, customer base and tips.
- Practice all rules for safety, food handling, cash security and other restaurant policies.
- Perform all prep and cleaning duties as detailed by your unit manager.
- Always refer to manager for duties and assignments.
- Make a difference in food cost by controlling waste and portion control.
- Account for all tickets, cash and credit card slips. Make sure that all tickets have been rung up.
- ***Perform all duties with a sense of urgency-HUSTLE!***
- HAVE FUN!! **<u>SMILE</u>**<u>!!</u>

II. TEAMWORK

- Assist co-workers in excellent customer service and maintain a clean and organized restaurant at all times.
- Assist co-workers in maintaining exceptionally clean restrooms. Restrooms must be checked for supplies and cleanliness every fifteen minutes, or more frequently if needed.
- HAVE FUN!! **<u>SMILE</u>**<u>!!</u>

III, **TRAINING**

- Become certified in your position using Huddle Training Guides. (HTG)
- Assist the management in the training and development of new employees,
- Follow established guidelines for all policies and procedures.
- Maximize your abilities to learn everything you can. Share your knowledge with someone.
- Practice and train all basic health and sanitation policies for the safety of all co-workers, customers and the general public.
- Follow hand washing procedures and guidelines (sign-off sheet in file).
- HAVE FUN!!

*For **more detailed job descriptions** for all **Huddle House positions, see the Operations Manual***

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