

Job Title

General Staff

Company Name

5642125 MB Ltd O/A Tim Hortons

Email

steinbachtimsgm@gmail.com

Phone

(204) 223-6731

Company Address

118 Brandt Street
Steinbach, MB R5G 0T3
Canada
[Map It](#)

Job Description

The Restaurant Front Team Member is the front line in providing the Exceptional Guest Experience through the delivery of exceptional products and service.

Hospitality & Guest Service

- ⊞ Provides important visual cues for guests that make a positive first impression E.g. wearing proper career wear that is clean and neatly pressed, maintaining a clean parking lot/exterior and a clean and inviting dining room
- ⊞ Follows the guaranteed Always Fresh procedure to ensure coffee and products are always fresh and always accurate
- ⊞ Delivers consistent and outstanding guest service through friendly attitude, attentive behaviour and strong product knowledge
- ⊞ Enhances the guest experience by following the S.E.T. Principles: Smile, Eye Contact, Thank You
- ⊞ Uses proper procedures to ensure the accuracy of every order for every guest E.g. repeating guest's order when it is presented to them, using H.O.T.R.O.D.S. at drive-thru and marking hot beverage lids
- ⊞ Ensures every guest receives a prompt and warm greeting within 5 seconds at front counter and drive-thru
- ⊞ Maintains speed of service targets by working efficiently with a sense of urgency to fill orders and meet guests' needs
- ⊞ Promptly executes service recovery for any guest concerns or complaints by making it right with the guest, regardless of involvement in the issue
- ⊞ Listens carefully to guests and apologizes for the experience in the case of a complaint

Restaurant Operations

- ⊞ Follows all Operations standards and guidelines for preparation of products according to training and instructional materials provided
 - ⊞ Prepares all products as required, following the order monitor to ensure the accuracy of every order
 - ⊞ Communicates showcase and product needs to ensure proper product availability for guests
 - ⊞ Regularly takes temperatures of the required products and records in the Time & Temperature Log
- Policies & Procedures**
- ⊞ Follows all restaurant policies, procedures and standards
 - ⊞ Maintains the front counter and drive thru area by keeping it clean, organized, stocked and ready for rush periods in the restaurant
 - ⊞ Follows proper hand washing techniques and all sanitation guidelines; completes all sanitation tasks as outlined by the Restaurant Manager or Restaurant Owner

Health & Safety

- ⊞ Works in compliance with occupational health and safety legislation
- ⊞ Knows, understands and follows safe work practices and procedures
- ⊞ Uses or wears personal protective equipment or clothing as required
- ⊞ Reports all injuries/illnesses, accidents, unsafe conditions, security incidents and any contravention of health and safety legislation, policies and procedures to the Restaurant Manager or Restaurant Owner

⌘ Does not operate any equipment, machine, device or thing, or otherwise work in a manner that will endanger anyone

Starting wage is \$12.00 / Hr and is full time flexible schedule.

Send resume to steinbachtimsgm@gmail.com