

Job Title

General Staff

Company Name

102024 (Tim Hortons)

Email

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Phone

(204) 223-6731

Company Address

141 HWY 12 North
Steinbach, Manitoba (MB) R0A0R0
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