

## **Crew Member McDonald**

### **Main Duties:**

To prepare food products for customers maintaining the highest level of product quality and cleanliness.  
To provide prompt and efficient service to customers in a courteous and friendly manner while striving to exceed customer expectations and achieve 100% customer satisfaction.

### **Employment Requirements:**

None(Will provide training)

### **Skills & Knowledge:**

Good interpersonal skills  
Demonstrates willingness to learn  
Customer service oriented  
Active team player  
Remains calm under pressure  
Reliable and dependable  
Excellent Work Habits  
Integrity and Honesty in Personal and Professional Behaviour

### **Responsibilities:**

Prepares all products according to approved procedures and uses approved equipment  
Maintains courteous interaction with customers at all times.  
Initiates actions to correct customer complaints and refers serious customer concerns to management immediately  
Ensures all products are packaged in approved wrapping/containers  
Ensures products/supplies are rotated in and out of storage  
Ensures the recording and following of all holding times.  
Monitors and maintains all product/supply levels and notified management when levels are low  
Ensures all stored products/supplies are maintained in approved containers and stored in approved equipment.  
Ensures working conditions of food preparation equipment and notifies management immediately when equipment requires repair  
Ensures production area is organized.  
Ensures production/service areas are cleaned according to corporate procedures and uses approved cleansing agents.  
Ensures personal hygiene and uses approved cleansing agents  
Adheres to corporate sanitation procedures and policies  
Adheres to Health and Safety guidelines and communicates concerns to management immediately.  
Ensures uniform is complete and worn according to approved policies.  
Ensures appearance is neat, professional and clean at all times.  
Up-sells at every available opportunity.  
Ability to work shifts (evening and/or weekends).

Department: Operations  
Reports To: Restaurant Manager / Franchisee Owner Operator

Hours: Full Time  
Wage: From \$12/Hour to \$17/Hour  
Language Level: Basic  
Location: Thompson Manitoba  
Accessible by Public Transport

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