

Job Requirements/Job Description

Cashier/Register:

- Greet all customers in a friendly and welcoming manner
- Record customer orders into the POS System, ensuring each and every request is fully and accurately entered
- Repeat the order back to customer before sending it to the kitchen
- Informing kitchen staff, through the POS System or verbal communication, of customer special requests/adjustments.
- Identify customer issues/complaints and report to the manager
- Perform returns and special transactions through the POS System
- Keep the "register station" stocked with all necessary items
- Clean and organize the "customer isle" when necessary
- Assist assigned employees with cleaning the customer patio area (if there is any)
- Take phone orders

Expo:

- High endurance level
- Ability to take direction and work in a team environment.
- Leadership and time management skills
- Ensure orders are being prepared in a timely manner
- Runs menu items to tables and ensures plates are correct
- Communicate with both kitchen and front of house staff

Line Cook:

- Cleanliness
- Efficiency and speed
- Organization
- Ability to perform well in a fast-paced work environment
- Focus on quality, pride in work
- A good Chef must work quickly and efficiently so that our speed of service objectives is met while preparing food that meets our high standards of quality and presentation.
- Since speed of execution is so important, so is maintaining and organized work area. A good chef keeps a sufficient level of product ready in the right storage areas. A good chef has the right tools and equipment ready when needed.

Shift Manager:

The shift manager assigns tasks to kitchen and customer service workers and ensures they are doing them properly and efficiently. Shift managers must provide breaks to employees and ensure that the positions are covered as each worker rotates through. If employees call in sick or fail to report to work, shift leaders must either find replacements or reorganize the help on hand to make up for the missing labor. Should employees commit errors or need to be reprimanded, the shift leader must either resolve the situation or alert the store manager, depending on the situation.

BurgerChaats is based on speed and quality service, so one of the shift leader's main duties is to ensure customers are served quickly. The shift supervisor must monitor the time customers are kept waiting and ensure that a certain time limit is not reached in the restaurant. Shift managers must also oversee the production of food and beverage items to make sure employees are distributing food that is of the highest quality.