



## **Position Title: Team Member**

**Job Type: Hourly, Non-exempt**

**Position Summary:** Contributes to A&W® success by providing engaging, prompt service to all guests while serving quality food and beverages in a clean and comfortable environment.

**Summary of Key Responsibilities (include, but are not limited to, the following):**

- Makes decisions based on a guest-comes-first attitude.
- Provides quality food and beverages consistently by adhering to all recipe and presentation standards. Follows health, safety and sanitation guides for all products.
- Provides a clean and welcoming environment. Ensures products are stocked. Maintains restaurant cleanliness including exterior, restrooms, and dining and counter areas.
- Takes appropriate and immediate action to resolve guest complaints. Follows up to ensure satisfaction.
- Maintains a clean and organized workstation and accurately completes duties on cleaning and maintenance checklists.
- Maintains regular and consistent attendance and punctuality. Adheres to Uniform Guidelines and complies with appearance and hygiene standards.
- Supports company sales events and promotions. Offers additional menu items to guests. Remains up-to-date with product knowledge and company communications.
- Ensures the safety of guests and Team Members by following A&W® policies and procedures, including those for cash handling and safety and security.
- Maintains positive relationships with Team Members and embraces diversity. Works with Team Members to deliver engaging guest service and complete operational tasks.
- Respects management's authority and completes other duties as assigned.

**Required Knowledge, Skills and Abilities:**

- Strong interpersonal skills
- Effectively communicate, orally and in writing with Team Members and guests
- Learn new concepts and procedures quickly
- Work in a team environment
- Develop and maintain effective working relationships with Team Members

**Physical Requirements:**

- Able to lift up to 40 pounds.
- Must be able to stand and exert fast-paced mobility for periods up to 4 (four) hours in length.