



Position Description: Counter

Non-exempt

Summary:

The primary responsibility of the Counter person is to provide excellent guest service, including friendly acknowledgment of customers, and quick, consistent and accurate preparation of sandwiches. Project a professional image to our guests and work in cooperation with fellow team members.

Primary Responsibilities:

- Uphold the standards set forth in the Brand Book, including speed of service, order accuracy, product quality, and friendly, courteous service to our guests.
- Preparing sandwiches by putting ingredients on in the appropriate order.
- Slicing (must be at least 18 to use the slicer).
- Operating the POS / Register.
- Suggestive selling on each order.
- Follow operating procedures with regard to cash handling, ensure cash control by correcting errors, and watching for mistakes or theft.
- Answering telephones.
- Assisting with the training of new employees.
- Maintain store cleanliness: Use clean-as-you-go procedures, follow daily and weekly cleaning schedules and perform other cleaning where needed and/or requested.
- Maintain food safety: take and log temperatures as needed.
- Check in and put away food and beverage deliveries as needed.
- Controlling waste.
- Bagging deliveries.
- Baking: stretching and baking bread and baking cookies.
- Stocking cold table.
- Stocking chips, ice, paper goods as necessary.

Requirements:

- Genuine interest to provide a positive guest experience
- Friendly, outgoing personality
- Ability to work well with others
- Ability to work in a fast-paced environment
- Dependable
- Menu knowledge
- Completion of Tier 1 training

Uniform:

All employees are required to wear appropriate attire and maintain personal hygiene. See *Employee Handbook for Personal Appearance and Uniform Standards*.

Physical demands:

The nature of restaurant work requires certain physical abilities. Those listed here are representative of those that must be met by the employee to successfully perform this job. Most of the workday is spent standing or walking. Eye-hand coordination, depth perception, finger dexterity, and functional vision and speech perception are required. Some bending, crouching, pushing/pulling and lifting/lowering of 20-50 lbs. Some repetitive motions with hands, wrists, or arms. Must be able to operate equipment used in the business. Some exposure to skin irritants, electrical equipment, and sharp instruments. Risk to these exposures is minimized by strict adherence to company standards, policies and procedures.

Acknowledgement

Please sign below to acknowledge that you understand the above responsibilities and requirements for the position you have been hired for.