

## POSITION SUMMARY

TITLE: COUNTERHELP

FLSA STATUS: EXEMPT

DEPARTMENT: RESTAURANT

NON-EXEMPT

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### PRIMARY FUNCTION

Under general supervision, perform basic routine tasks and procedures in order to provide our customers with quality products, good service and clean surroundings, in accordance to Bill Miller Bar-B-Q standards.

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**REPORTS TO:** AREA MANAGER, STORE MANAGER, ASSOCIATE MANAGER AND BREAKFAST MANAGERS

**ABILITIES:** Exercise considerable judgment and initiative, organize work to maintain a smooth work flow. Be cooperative, courteous, friendly, tactful, polite and respectful to the general public, co-workers and management staff. Follow both written and verbal directive and assignments; work throughout different areas of the restaurant as assigned. Become familiar with the location of all equipment, storage areas, supplies, etc. Learn and understand the accurate use of weights and measures. Recognize emergency situations and summon help. Answer phone with enthusiasm and knowledge of menu and specials

**TYPICAL PHYSICAL DEMANDS:** Requires full range of body motion, including, but not limited to: walking, sitting, crouching, stooping, kneeling, squatting, crawling, twisting, stretching, pushing, pulling, manual and finger dexterity and eye-hand coordination. Requires standing and walking during the day. Occasionally lifts items weighing up to fifty (50) lbs. Requires corrected vision and hearing to normal range. Requires working under stressful conditions and occasionally extended hours.

**TYPICAL WORKING CONDITIONS:** Works indoors in an air-conditioned facility; frequent exposure to hot and cold areas; sharp objects, electrical hazards, wet and slippery floors and other conditions common to a restaurant.

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**REVIEWED BY:** STACIE HUSER, DIRECTOR OF PERSONNEL

**DATE:** 11/10/15

### PERFORMANCE RESPONSIBILITIES

## **ESSENTIAL FUNCTIONS**

- Greet customers and assist with questions, additional condiments, cleaning spills, high chairs and other activities to keep restaurant a pleasant, clean facility.
- Thank customers as they leave the restaurant.
- Read a customer's order in the allotted time in accordance to company standards.
- Make efficiently and correctly sandwiches and plates, measure and fill portions, pints, quarts, and gallons of any product.
- Package all products to go neatly and efficiently.
- Call orders out to customers and deliver them with courtesy and enthusiasm.
- Place hot food with utensils on plates or other surfaces or carriers.
- Take three (3) orders at a time; work on two or more items at the same time and strive for eighteen (18) second serving time on dining room line. Memorize menu, prices and specials.
- Remove plates, silverware, cups and napkins from table, wipe table top and chairs, push chairs under table, remove food and debris from floor around each table within thirty (30) seconds from start to finish. Clean and return high chair to designated location, (if applicable).
- Lift and carry full bus tub safely to kitchen area and deposit items in proper receptacles.
- Sweep, mop and scrub all interior floors, walls to the ceiling, and exterior drive-thru slab according to proper procedures. Move tables and chairs to scrub underneath.
- Safely stack and unstack dining room chairs (approximately 130) within ten (10) minutes from start to finish.
- Remove all debris from 40,000 square foot parking lot and discard in trash dumpster within ten (10) minutes from start to finish.
- Clean ceiling fans (including blades) and mini blinds using cloth and appropriate cleaner.
- Food prep work: Bread and fry chicken, cook beans and rice, make coleslaw, cook hash browns, pre-fry and fry potatoes, keep serving lines full of hot items, keep cold food display fully stocked according to proper policy and procedure.
- Restock and clean condiment bar, as necessary.
- Greet customers and assist with request as much as possible.
- Attends all required meetings as scheduled.

- Completes all other duties as directed.
- Fill tea urns (approximately 30 lbs).
- Understand and comply with Sanitation Standards of the Food Service Industry.