

POSITION SUMMARY

TITLE: CASHIER

FLSA STATUS: EXEMPT

DEPARTMENT: RESTAURANT

NON-EXEMPT

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.

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 long periods of standing (approximately 6 hours) with only one (1) thirty-minute break. Requires frequent walking during the day. Requires ability to remain alert in a standing position for long periods (up to eight (8) hours) at a time. Requires ability to lift (approximately 10 lbs) on a frequent basis and 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.

REVIEWED BY: STACIE HUSER, DIRECTOR OF PERSONNEL

DATE: 11/10/15

PERFORMANCE RESPONSIBILITIES ESSENTIAL FUNCTIONS

- Listen to and comprehend any food and beverage order given by customers at the cash register.
- Greet customers and assist with questions, additional condiments, cleaning spills, high chairs, and other activities to keep restaurant a pleasant, clean facility.
- Operate the cash register accurately and rapidly in response to each customer's order by following training instructions and proper equipment procedures.
- Memorize the location of the cash register keys and pre-set keys in order to operate the machine proficiently and quickly.
- Learn and practice suggestive selling before completing the customer sale.
- Ask the customer if the order is being paid separately or as part of a group purchase.
- Receive cash payment from customer, count money received and place in cash register drawer promptly. Examine the cash to assure that it is U.S. currency and to insure that proper amount is collected. Finalize transaction by giving the customer any change due.
- Converse with all customers courteously and with enthusiasm. Always ask if food and service has been delivered satisfactorily.
- Answer customer questions promptly and courteously.
- Obtain and deliver beverages to customers after receiving payment.
- Carry or assist customers with food trays when no other employee is available.
- Lift and carry objects from cooler, storage and/or kitchen area in a timely and safe manner to restock supplies to meet customer needs.
- Type a customer's order in the allotted time in accordance to company standards.
- Take telephone orders by writing and ringing order on the cash register.
- Thank customers as they leave the restaurant.

CASHIER WILL PERFORM THE FOLLOWING JOB FUNCTIONS WHENEVER REQUESTED BY MANAGEMENT:

- 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 hands or utensils on plates or other surfaces or carriers.

- Take three (3) orders at a time; work on two or more items at 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 (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 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.
- Remove floor mats before sweeping floors and return after sweeping has been completed.
- Wash dishes, utensils, pots and pans and return after sweeping has been completed.
- Restock food serving lines and storeroom with supplies, as necessary.
- Keep work area and equipment clean at all times.
- Clean and stock restrooms, as necessary.
- Report immediately any malfunctioning equipment, unsafe conditions or safety violations to management.
- Keep floors dry, clean and clear of any debris.
- Understand and comply with Sanitation Standards of the Food Service Industry.
- Attends all required meetings as scheduled.
- Completes all other duties as directed.