



Savor  
The  
Flavor

**Position:** Consumer Advisor

**Reports to:** Shift Supervisors/ Department Managers

## **MISSION STATEMENT**

Our mission is to remain head and shoulders above our rivals in the restaurant arena. We believe that a component measure of our success will be the shareholder value we create through our core values and sustainable commitments. This value will be a direct result of our ability to enhance and crystallize our current Commerce Leadership position. The stronger our Commerce Leadership position, the more compelling our economic model. Commerce Leadership can translate directly to greater revenue, sizable profitability, major capital velocity, and correspondingly enhanced returns on capital invested. We are ladies and gentlemen serving ladies and gentlemen.

## **CORE VALUES**

- Become solution and innovation focused.
- Trust must permeate the organization.
- Execute sanguine energy from the top down.

Filsaime Flavors is looking for skilled Consumer Advisors. A Consumer Advisor makes sure that our guests feel welcomed, cared for, and valued. They create a warm and welcoming environment for patrons from the moment they enter the establishment. The Consumer Advisor of our restaurant is the first person who meets the customer and makes sure they are comfortable. An excellent Consumer Advisor has a

warm, friendly, and personable demeanor. You are a team player, effective communicators and keep their composure when working with disgruntled guests. You must be highly organized, understands the flows of traffic and has exceptional time management and customer service skills.

### **Primary Responsibilities:**

- Deliver the Filsaime Way in every transaction, the Filsaime Way is ensuring hot food is served hot and cold food is served cold as well as exhibiting the phrase “My Delight” after each “thank you” from a guest.
- Greets all guests politely when they enter the restaurant.
- Records customer orders, both at the counter and at the drive-thru.
- Transfers orders to the kitchen to ensure their preparation.
- Monitors orders and ensures their prompt delivery.
- Helps package food in boxes and bags.
- Helps cook food and otherwise works in the kitchen, when necessary.
- Up-sells in-store promotions, when applicable.
- Listens to and resolves customer complaints, suggestions, and inquiries.
- Keeps the counter and dining area neat and clean.
- Sweeps and mops the floor regularly.
- Restocks napkins, straws, lids, and other supplies in the dining area.
- Takes money from customers and provides correct change.
- Processes credit card and debit card transactions.
- Keeps track of a cash drawer and ensures it is balanced at the end of the shift.

### **Requirements:**

- Must be 16 years of age.

- Submit your autobiography.

**Perks:**

- ⌘ Severance Package.
- ⌘ Defined Benefit Pension.
- ⌘ Perseverance Development Plan.
- ⌘ Paid 1-hour breaks for hourly personnel.

Job Type: Full-time

Pay: \$15.00 - \$16.00 per hour