

# CASHIER

## JOB DESCRIPTION

The Cashier's main responsibility is to focus on the "Guest Centric" service model of Fuzzy's Taco Shop. They are required to be engaged throughout the ordering process, payment transaction, dining experience, and departure of every guest. Additionally, they are responsible for the cleanliness and effective floor maintenance of the entire front of house.

They are the "FACE" of each and every Fuzzy's Location.

### Reports to:

Owners/Operating Partners, General Manager, other members of Management Team

## BASIC JOB TASKS

- Greet EVERY guest entering the establishment in a timely manner, with a warm, friendly and inviting demeanor.
- Correctly take orders using the appropriate POS systems.
- Recommend (Upsell) items with every order to increase store profits.
- Receive payment by cash, credit cards, gift card or management specified vouchers.
- Issue receipts, refunds, credits, or change due to guests.
- Issue and redeem gift cards, coupons or other promotional incentives.
- Maintain the organization, stocking of products, and cleanliness of the Front of the House in its entirety.
- Direct guest complaints to management, answer questions and provide necessary information to management.
- Calculate and balance cash drawer at the end of each shift (as necessary)
- Ensure the completion and accuracy of Call-in/Online orders from point of sale, to guest pick-up.

# EXPECTATIONS

Fuzzy's wants to make sure you know what you're getting yourself into. We want you to be aware of why we chose you, and what we expect. Here we will go into detail of what it means to be a Cashier in our restaurant family, so you may have a complete understanding of how to interact with guests the Fuzzy's way, and keep your restaurant Fuzzy's fresh. If you have any questions regarding the material, please see your manager or supervisor.

- **“GUEST CENTRIC”** - Actively look for ways to help guests. Your job directly affects our guests' satisfaction with their dining experience, so you should always be trying to find ways to make the dining experience more pleasant for our guests.
- **OUTGOING** - Be **YOU!** We chose you because we saw that “It Factor” in your personality that people want to be around. You’ve got character, so use it and make these guests love you. People hang out in Fuzzy's because we have a great atmosphere and you are a big part of that.
- **POLITE** - Remember, you are on the job and all guests have different comfort levels. Basic phrases like, “Please,” “Ma’am,” “Sir,” “Thank you,” and “You’re Welcome,” will go a long way. Offer to carry things; open the door for people; say yes to almost everything a guest asks of you; and remember, do everything with a smile.
- **ACTIVE** - If you’ve got time to lean, then there’s time to clean. You could organize the front counter, restock, sweep, or do any number of things to benefit the store’s appearance. It makes the time fly, and besides, the busier you look, the better you look. Guests and supervisors alike who see an active employee are likely to think, “Wow, this person must really care about their job.” Subsequently, the guests feel special because their happiness is a part of your job, and your hard work puts you in good graces with the supervisor.
- **ORGANIZED** - This is your house, so treat it that way and stay organized. If you need to clean or restock something it helps to know where to look. Playing hide and seek all day gets frustrating for you and anyone else who’s relying on you. Take a tour with a supervisor and make sure to pay attention.

- **HONEST** - All monetary transactions between the store and its guests are being placed in your hands, so your position as one of our cashiers is one of considerable trust. We expect you to have high moral standards. Honesty, as you have probably heard, is the best policy. Trust is easy to give, but hard to recover when lost. Keep that in mind!
  
- **TEAM PLAYER** - As a cashier, you need to be willing to work with others, to follow instructions, and to do your part to make our entire team a success. You are working with people that will eventually develop into a family, so don't forget to lend a hand when someone needs it. It's a good way to make friends and they'll be quick to return the favor. The golden rule: One should treat others as one would like others to treat oneself.
  
- **PUNCTUAL** - Everyone in the store relies on you to show up ready to work when you're scheduled and you are responsible for maintaining that punctuality. Show up fifteen minutes early to every shift in case you are needed or just to prepare. If you think you're going to be late or cannot make a shift, call the store and let a supervisor know immediately. Your supervisor should have a schedule request book for personal time needed or for any changes in your availability.
  
- **HYGENIC** - Take a bath! You are the first person with whom our guests interact when they arrive, so do them a favor and keep a clean appearance, because they come here to eat. Always properly wash your hands with soap and warm water after any activity before starting a new one.
  
- **IN UNIFORM** - Everyone dreads the word uniform, but here at Fuzzy's we keep it cool and casual. We require you to wear one of our various awesome shirts, some clean jeans/shorts/pants, and closed toe shoes. Don't wear any accessories that will get in the way of your work and keep it tasteful when choosing your outfit. Some locations require hats, so speak to your supervisor for a detailed dress code.

# PERSONAL APPEARANCE

As a cashier, you are the Face of Fuzzy's!! You will be making the first impression to our guests and must, therefore, dress according to our requirements. Below is an explanation of what you will be required to wear at all times during your shift:

- Fuzzy's approved T-Shirt, Tank top, or Sweatshirt
- Clean black, khaki, or denim pants or shorts with no visible tears or holes
- Closed toe shoes (Non-skid are recommended)

In addition to the above requirements, you will also be expected to adhere to basic rules of personal hygiene. Just as our restaurant must look clean, so should our employees. If you are not meeting these requirements, a manager will discuss the problem with you privately. If the problem is not resolved, you could be written up, or even let go.

Besides wearing the approved uniform during your shift and taking care of your own hygiene, we also expect you to follow the guidelines below:

- Do not wear cologne or perfume during your shift – many of our guests and team members are sensitive to these fragrances.
- Do not use scented hand lotion – the lotion can smear on drinking cups/glasses and the smell can be a problem for some guests.
- Do not chew gum while on the floor – you can chew gum during your breaks but not when you are going to be interacting with guests. Remember to dispose of your gum properly before returning to the floor.
- Do not eat while on the floor – you can have food in a break area, or in the back of the restaurant but the guests should never see you or any staff member eating or drinking anything.
- Do not come to work wearing a dirty or wrinkled uniform – remember we are trying to create a positive first impression so always make sure your uniform is clean and wrinkle-free before you come to work. Be sure to remove any pet or human hair from your uniform before entering the restaurant.
- Smile whenever you are on the floor. We want our guests to feel relaxed and to have a good time. When you smile, they feel welcomed.

## ALL FUZZY'S EMPLOYEES MUST:

- Stay in communication with the rest of the team
- Greet guests entering the restaurant
- Say good-bye to guests exiting the restaurant
- Smile and have a positive attitude while you are working – save complaints for the managers
- Have a contact number available where you can be reached and a back-up number in case that number becomes outdated or is busy
- Continue working until a manager says you can leave for a break or at the end of your shift
- Be responsible for your schedule. You should know your hours and be on time when you are scheduled to work. If you can't be here, find a replacement, and notify your manager as soon as possible. When you're not here, it's hard on the rest of the team.
- Be on your best behavior in the restaurant even when off-duty. As an employee of Fuzzy's you are always representing us even when you're not officially working. When you're in the restaurant, be respectful and courteous of others.
- Contact managers whenever problems arise, including problems with guests and co-workers. The managers are paid to deal with these problems, so let them know what is going on so they can resolve the situation. You should also contact your manager if you have any suggestions for improving the way things are done – we're always open to new ideas.
- Keep all food and drink in the break area or out of sight in the back of the restaurant. Guests should not see you snacking or sipping on a soda while they are waiting for service. Even if you are on break, this sends a bad message to our guests.
- Treat guests respectfully no matter what. You should never scream at or argue with a guest. If they have a complaint, get the manager.