

# LINE COOK

## JOB DESCRIPTION

A Line Cook prepares hot and cold meals for presentation according to Fuzzy's signature recipes and menus. Line Cooks also monitor portions, manage inventories and maintain a sanitary kitchen work area.

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

### Reports to:

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

## BASIC JOB TASKS

- Inspect all kitchen surfaces to ensure that all areas are safe and sanitary in accordance with food handling procedures.
- Season and cook food according to recipes using personal judgment and experience.
- Ensure the appropriate presentation and quality of dishes.
- Properly store, date and rotate food items.
- Assist Management with the Inventory/Ordering of food items.
- Organize food storage and kitchen equipment.
- Consult with management to organize the execution of caterings, taking into consideration factors such as costs and special event needs.
- Interact with Guests, helping with any questions or concerns regarding food items, or service.

# 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 Line Cook in our restaurant family, so you may have a complete understanding of how to be safe and productive in the kitchen, deal 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** - Fuzzy's has an open kitchen, and is self-serve for the guests, so you need to feel confident in your ability to communicate with them and the rest of the team in order to accomplish the rest of your responsibilities. The kitchen is the center of the entire restaurant. Have fun!! Give the guests a show with every order you make.
- **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. Say yes to almost everything a guest asks of you; and remember, do everything with a smile.
- **SAFETY CONSCIOUS** - Maintain high levels of sanitation and cleanliness in our back area. Most problems with food-borne illnesses can be traced to poor sanitation in these areas. You need to prevent this from becoming a problem.
- **FAST AND EFFICIENT** - Your ability to do your job thoroughly and quickly is important to the restaurant. Kitchen delays and mistakes can prevent us from providing a satisfactory experience for our guests.
- **ACTIVE**- Your job will require you to be on your feet for long periods of time, lift and carry heavy objects and other types of strenuous activity. Under no circumstance is there ever a time to be doing "nothing."

- **CLEAN** - We need you to want to keep the kitchen and restaurant clean not only to please our guests but, because it is also a reflection on you. If there is time to lean, there is time to clean.
  
- **TEAM PLAYER** - As a Line Cook, 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.
  
- **ORGANIZED** - Your job will require you to juggle numerous food orders at one time while ensuring the quality of finished entrees before they are served to our guests. If you become disorganized, mistakes are more likely to occur.
  
- **HONEST** – As a Line Cook, you are working with the number one cost of the restaurant, the food product. It is for this reason that the prep cook position 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.
  
- **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! Even though you are in the kitchen, you will still be seen by every guest, so do the guests a favor and keep a clean appearance because people 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. However, we want you to remain safe and sanitary in the kitchen, so remember to always wear close-toed shoes, an apron, a hat, and leave your jewelry at home. Not only is this important for your safety, but most Health Departments require these things.

# PERSONAL APPEARANCE

As a line cook, you are the HEART of Fuzzy's!! Without you, the restaurant cannot function. We want to keep you as safe and sanitary as possible, and therefore, require you to dress appropriately to help achieve that goal. Below is an explanation of what you will be required to wear at all times during your shift:

- Fuzzy's approved T-Shirt.
- Clean black, khaki, or denim pants. (Long pants are highly recommended, but check with your supervisor if shorts are permitted)
- Closed toe shoes (Non-skid are recommended)
- Apron
- Hat, or other management approved head covering

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 the 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 there are guests present. 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.