Job Description

**Combined Food Preparation and Customer Service**

**Purpose**

To proactively maintain/provide outstanding service to customers from order preparing, cashiering, and order taking positions. Learning and applying miscellaneous skills outside of primary positions to maintain and improve location upkeep, food availability, safety, cleanliness, and overall quality.

**Education**

On-the-job training and continuous coaching. Food handler permit (first time cost covered by us)

**Knowledge Requirements**

**Customer and Personal Service**- knowledge of principles for providing great service to guests. This includes assessment of anticipated customer needs, meeting high quality service standards, and evaluation of customer satisfaction.

**English Language**- knowledge of structure and content of the English language including the meaning and spelling of words, rules of composition and grammar.

**Skills**

**Basic Skills**

**Active Learning**- Understanding implications of new information for both current and future problem solving and decision making. Being able to take direction.

**Active Listening**- Giving full attention to what other people are saying or communicating. Taking time to understand points being made, asking questions as appropriate, and not interrupting at inappropriate times. Finding understanding through language barriers, hard-to-hear, or difficult comprehensive situations.

**Critical Thinking**- Using logic and reasoning to identify strengths and weaknesses of alternative solutions, conclusions, or approaches to problems.

**Complex Problem Solving**- Identifying complex problems and reviewing related information to develop and evaluate options and implement solutions.

**Learning Strategies**- Selecting and using training/instructional methods and procedures appropriate for the situation when learning or teaching new things.

**Self Awareness/Evaluation**- Assessing performance of yourself to make improvements or take corrective action.

**Maintaining Composure**- Keeping calm and effectively handling pressured situation.

**Reading Comprehension**- Understanding written sentences and paragraphs in work related documents.

**Speaking**- Talking to others to effectively convey information to others

**Writing**- Communicating effectively in writing as appropriate for needs of the audience.

**Social Skills**

**Coordination**- Appropriately adjusting actions in relations to others' actions.

**Instructing**- Teaching others how to do things

**Conflict**- Appropriately dealing with unpleasant, angry, or discourteous people.

**Negotiation**- Bringing others together to reconcile differences.

**Service Orientation**- Actively looking for ways to help people.

**Technical Skills**

**Equipment maintenance**- performing routine maintenance on equipment and determining when and what kind of maintenance is needed.

**Operation Monitoring/Control**- watching gauges, dials, or other indicators to ensure a machine is working properly. Controlling operations of equipment or systems.

**Troubleshooting**- Determining causes of operating errors and deciding what follow up actions to take.

**Work Context**

**Body Positioning/Usage**

Requires

* Standing for long time periods
* Walking/light running
* Bending/twisting
* Using hands to control/handle food, objects, tools, etc.
* Lifting some heavy objects

**Communication**

* Constant contact with others (face-to-face, speaker, phone)

**Impact of Decisions**

* Opportunity to make decisions without supervision
* Requires making decisions that will affect other people and the image/reputation of the organization

**Job Hazards**

* May include exposure to minor burns, cuts, stings, or bruises.

**Work Setting**

* Limited space with many people, equipment, and furniture
* Can be uncomfortably hot/humid at times

**Level of Challenge**

* Requires repeating same physical or mental activities over and over
* Requires being exact or highly accurate
* Requires high sense of urgency to complete orders in a timely fashion
* Requires excellent social skills and genuine care for being helpful

**Personal Interaction**

* Requires work with others in a group or team
* Requires work with external customers or the public

**Responsibility for Others**

* Includes responsibility for the health and safety of others

**Work Attire**

* Must be in cooperation with Round Rock Donuts dress code

**Essential Tasks** \*Include the following. Other duties may be assigned.

**Order Making/Preparation**

* Have applicable knowledge of food safety and health regulations and work accordingly.
* Giving outstanding service with a friendly attitude.
* Accurately, quickly, and neatly package customer orders. Using plastic bags for easier carrying.
* Carry out, give napkins, repeat, and offer carry out assistance.
* Fulfilling any anticipated customer needs or requests.
* Maintain food/product availability.
* Keeping work areas clean and stocked.
* Assist other employees during down times.
* Personally thanking each guest for their business and wishing them a great day.

**Cashiering (Front)**

* Having extensive product and service knowledge.
* Welcoming customers with appropriate urgency in a genuine manner.
* Meeting guests to politely direct them towards the order taking register.
* Using product/service knowledge to guide customers through our menu.
* Knowledge of how price breaks work.
* Actively listening and asking questions to ensure that the customer receives exactly what's desired in their order.
* Ability to create the absolute best experience possible for each guest.
* Taking as much time as necessary and not speaking too fast for the customer to keep up.
* Clearly repeating orders and giving a total.
* Being very clear and outgoing.
* Graciously minimizing and solving issues with upset or confused guests.
* Fully understands money handling and POS register operations.
* Using a welcoming display of body language, tone, and facial expressions.
* Personally thanking each guest for their business and wishing them a great day.

**Cashiering (Drive Thru)**

* Having extensive product and service knowledge.
* Possesses a great sense of urgency with ability to improve self efficiency daily.
* Understands drive thru fluidity with corresponding positions and how to meet movement requirements.
* Expertise at maintaining composure under pressure.
* Greeting customers in a genuine manner as they pull forward.
* Knowledge of how price breaks work.
* Actively listening and asking questions to ensure that the customer receives exactly what's desired in their order.
* Ability to create the absolute best experience possible for each guest.
* Taking as much time as necessary and not speaking too fast for the customer to keep up.
* Clearly repeating orders and giving a total.
* Quickly and accurately handles money.
* Efficiently hands out orders and takes payments.
* Understands ticket number sequence and how to check for mistakes ahead of time.
* Ability to problem solve and effectively communicate changes or add-ons
* Being very clear and outgoing.
* Graciously minimizing and solving issues with upset or confused guests.
* Fully understands POS register operations.
* Using a welcoming display of body language, tone, and facial expressions.
* Personally thanking each guest for their business and wishing them a great day.

**Order Taking (Speaker)**

* Having extensive product and service knowledge.
* Ability to effectively communicate over a speaker system.
* Knowledge of headset cost and care.
* Making drinks, expediting boxed orders, and assistance organizing orders for the cashier.
* Welcoming customers with appropriate urgency in a genuine manner.
* Using product/service knowledge to guide customers through our menu.
* Knowledge of how price breaks work.
* Actively listening and asking questions to ensure that the customer receives exactly what's desired in their order.
* Communication through headsets with other drive thru teammates.
* Ability to create the absolute best experience possible for each guest.
* Taking as much time as necessary and not speaking too fast for the customer to keep up.
* Clearly repeating orders and giving a total.
* Being very clear and outgoing.
* Graciously minimizing and solving issues with upset or confused guests.
* Fully understands POS register operations.
* Using a welcoming tone.
* Personally thanking each guest for their business and wishing them a great day.

**Order Taker (Outside)**

* Having extensive product and service knowledge.
* Knowledge of tablet and headset cost and care.
* Welcoming customers with appropriate urgency in a genuine manner.
* Minimizing gap spaces between vehicles and allowing the line to move forward as much as possible.
* Using a welcoming display of body language, tone, and facial expressions.
* Using product/service knowledge to guide customers through our menu.
* Knowledge of how price breaks work.
* Actively listening and asking questions to ensure that the customer receives exactly what's desired in their order.
* Communication through headsets with other drive thru teammates. Telling the speaker person of all drinks or any special instruction.
* Ability to create the absolute best experience possible for each guest.
* Taking as much time as necessary and not speaking too fast for the customer to keep up.
* Clearly repeating orders and giving a total.
* Being very clear and outgoing.
* Graciously minimizing and solving issues with upset or confused guests.
* Fully understands POS register and tablet operations.
* Troubleshooting and frequently checking tablet battery life.
* Personally thanking each guest for their business and wishing them a great day.

**Other Activities and Responsibilities**

* Time management
* Building upkeep and cleanliness including but not limited to walls, ceilings, floors, machinery, equipment, trash pick-up, power washing, etc.
* Cake or donut preorder assistance
* Opening duties to set up and closing duties to shut down
* Filling, icing, sprinkling, stacking, arranging, and preparing food product for retail
* Watching food count and replenishing when needed
* Ordering donuts and kolaches to be made ahead of time to maintain availability
* Getting and applying information
* Inspecting equipment, structures, product, and materials
* Problem solving
* Performing for or working directly with the public
* Judging quality of products
* Taking food temperatures
* Handling/moving objects
	+ Moving trays, boxes, equipment, flour bags, trash, etc.
	+ Handling food and drinks
	+ Using cleaning tools

**Equipment, Tools, and Technology** \*Necessary for Retail Staff

* Carbonated beverage dispensers
* Commercial coffee makers
* Micros POS system, tablets, headsets, KDS screens
* Commercial cutlery
* Commercial dishwashing machine
* Donut filling pumps
* Chocolate warmer
* Commercial food service warmer