



**A&W RESTAURANT - WINCHESTER
POSITION DESCRIPTION: CASHIER**

BASIC FUNCTION

The Cashier ensures an excellent experience for their guests by exceeding expectations and taking, assembling, and serving orders accurately. The Cashier cares for their guests first before anything else, delighting them with friendly and caring service that creates loyalty. The Cashier also ensures the dining room is kept clean and presentable, and contributes to achieving A&W operating standards for the restaurant.

REQUIREMENTS

You will excel and find happiness in this job if you:

- Appreciate exceptional customer service – and knows what it takes to deliver this to every guest on every visit;
- Love learning – you'll use online learning and hands on training to know how to prepare perfect food to standard recipes or customized for guests;
- Embrace change - and get excited to implement new innovation from A&W;
- Value flexibility – this includes availability to work flexible hours like early mornings, evenings, weekends, nights and/or holidays;
- Love working in a team – and together as partners to get the job done in a dynamic fast food environment.

Education:

- Education is an asset, but no minimum requirement

Experience:

- Experience is an asset, but no minimum requirement

Abilities:

- Excellent guest service
- Working as a team
- Multi-tasking
- Basic mathematical skills
- Effective communication skills

Working Conditions:

- Working in a fast-paced environment
- Working in a diverse environment with many different personalities and attitudes



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- Working together as partners, as a cohesive unit with co-workers
- Working with hot products and equipment
- Working with cleaning materials and chemicals
- Working in a noisy environment
- Working with sharp objects (knives, slicers, etc.)
- Use of portable or step ladder may be required

Physical Requirements:

- This position requires the employee to stand for an extended period of time (up to 8 hours)
- Occasionally must lift heavy boxes when dealing with product inventory (max 50 lbs.)
- Engaging in repetitive tasks such as preparing/assembling orders and products and regular cleaning of restaurant facility
- Must always be mentally alert to ensure the safety of yourself, co-workers, and guests at all times
- Maintaining good personal hygiene and appropriate uniform
- Having the capacity to handle stressful situations

PRINCIPAL ACCOUNTABILITIES

1. Contributes to the ideal Climate of the restaurant team by fostering regular progress toward the achievement of A&W's Climate Goals. This includes:

- Having a positive and professional demeanor while working;
- Attending all Climate Meetings and daily huddles;
- Attending and participating in GX circle meetings (feedback sessions) when selected;
- Following all personnel policies (e.g. Discrimination, Harassment, Bullying and Violence Policy, Media Policy, Confidentiality Policy, Break and Time Card Policy, etc.).

2. Delivers an exceptional guest experience by caring for their guests first before anything else. This includes:

- Delighting guests with friendly and caring service
 - Greeting guests upon arrival;
 - Serving guests warmly with clear and pleasant communication;
 - Handling guests' special requests and allergies with care;
 - Acknowledging and handling guest concerns with help from Supervisors/Managers
 - Actively improving the guest experience by learning from and acting on guest connect responses.



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3. Ensures accuracy and efficiency of orders, including:

- Processing and assembling food orders for guests (counter and drive-thru):
 - Accepting, entering and handling coupons following the coupon policy;
 - Selecting requested food items from serving or storage areas and assembling items on serving tray or in takeout bag;
 - Preparing and serving cold and hot drinks from various beverage equipment;
 - Cooking and portioning fries or performing other minor duties to prepare food and serve guests.
- Being accountable for and maintaining designated cashier float (\$XXX + sales), expectable shortage (% or less), as well as receipts and coupons;
- Following standard guidelines and keeping up to date with A&W standards such as: product knowledge, menu updates, promotions, etc.

4. Contributes to achieving A&W operating and food safety standards, including:

- Working as a team to achieve service times, waste, labour, and food costs;
- Maintaining order and cleanliness of facilities:
 - Cleaning and maintaining facility and equipment, paying special attention to public washrooms, dining room, counter, and drive thru areas;
 - Cleaning trays, mugs, plates, cutlery, etc.
- Ensuring effective inventory control:
 - Stocking and organizing public washrooms, dining room, counter, and drive thru areas with necessary operating supplies;
 - Receiving, storing, and rotating products by ensuring quality and quantity;
 - Notifying kitchen personnel of shortages or special orders.
- Completing Always Ready checklists, Weekly Cleaning lists, and other operational checklists;
- Following food safety regulations and completing Food Safety checklists.