



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

BASIC FUNCTION

The Cook produces high quality products in a fast-paced environment that exceed our guests' expectations on every visit. They are willing to learn and embrace change as they implement the innovation of A&W. The Cook cares for their guests first before anything else, delighting them with perfect food having natural ingredients and great taste. The Cook also ensures the safety and cleanliness of the kitchen and contributes to achieving high A&W operating standards for the restaurant.

REQUIREMENTS

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

- Love good food – and get excited about preparing it in a fast-paced environment;
- 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:

- Multi-tasking
- Working as a team
- Effective communication skills
- Guest service disposition

Working Conditions:

- Working in a fast-paced environment
- Working in a diverse environment with many different personalities and attitudes
- Working together as partners, as a cohesive unit with co-workers



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- 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, including:

- 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. Produces high quality products accurately and efficiently. This includes:

- Preparing, prepping, cooking, packaging, and presenting high quality food accurately for guests in a fast-paced environment that exceed our guests' expectations on every visit;
- Receiving verbal and computer instructions as to food required by guest, and prepare and cook food according to instructions;
- Verifying that prepared food meets requirements for quality and quantity;
- Operating large-volume cooking equipment such as grills, or fryers;
- Following guidelines and keeping up to date with A&W standards such as: product knowledge, menu updates, promotions, etc.

3. Delivers an exceptional guest experience by caring for their guests first before anything else, including:



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- Acknowledging and helping to resolve guest concerns relating to food production or quality with help from Supervisors/Managers;
- Preparing guests' special requests and allergies with care.

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

- Working as a team to achieve service times, waste, labour, and food costs;
- Cleaning and maintaining facility and equipment, paying special attention to kitchen and food preparation areas, cooking surfaces, and utensils;
- Ensuring effective inventory control:
 - Stocking and organizing kitchen area with necessary operating supplies;
 - Receiving, storing, and rotating products by ensuring quality and quantity.
- Completing Always Ready checklists, Weekly Cleaning lists, and other operational checklists;
- Maintaining sanitation, health, and safety standards in work areas;
- Following food safety regulations and completing Food Safety checklists.