**posted: Aug 20**

**PRODUCTION TEAM MEMBER/BAKER (NOC 6332)**

**TIM HORTONS, whitehorse yukon**

**Hours:** permanent, full-time (35 - 40 hours per week) days, evenings, and weekends

**Salary:** $15.20/Hr.

**Positions Available:** 4

**Job Description/Duties:**

The Production Team Member is responsible for the preparation and monitoring of products to support the Exceptional Guest Experience through the delivery of quality products and service.

**Hospitality & Guest Service**

* Provides important visual cues for guests that make a positive first impression E.g. wearing proper career wear that is clean and neatly pressed, maintaining a clean parking lot/exterior and a clean and inviting dining room
* Follows the guaranteed Always Fresh procedure to ensure coffee and products are always fresh and always accurate; adheres to product shelf life standards to ensure the best quality product is available to guests
* Delivers consistent and outstanding guest service by maintaining a showcase that is appealing for guests and contains the minimum quantity and variety standards to ensure proper product selection is available
* Enhances the guest experience through friendly attitude, attentive behavior and following the S.E.T. Principles: Smile, Eye Contact, Thank You
* Uses proper procedures to ensure the accuracy of every order for every guest; prepares and finishes products to ensure quality standards are met
* Helps support speed of service targets by working quickly and efficiently to fill orders and meet guest’s needs
* Promptly executes service recovery for any guest concerns or complaints by making it right with the guest, regardless of involvement in the issue
* Listens carefully to guests and apologizes for the experience in the case of a complaint

**Restaurant Operations**

* Follows all Operations standards and guidelines for preparation of products and operation of equipment, according to training and operational materials provided
* Monitors fridge and freezer product inventory and submits order quantities
* Prepares all products as required, minimizing food waste through the production of smaller quantities of food more often throughout the day; records prepared items and waste on the production sheet
* Receives and responds to showcase and product needs from the Restaurant Front
* Assists in serving guests in the Restaurant Front when necessary
* Regularly takes temperatures of the required products, fridges and freezers and records information in the Time & Temperature Log

**Policies & Procedures**

* Follows all restaurant policies, procedures and standards
* Supports a clean environment that is ready for rush periods and time-sensitive requests through regular clean up, organization and stocking of the kitchen
* Follows proper hand washing techniques and all sanitation guidelines; completes all sanitation tasks as outlined by the Restaurant Manager or Restaurant Owner

**Health & Safety**

* Works in compliance with occupational health and safety legislation
* Knows, understands and follows safe work practices and procedures
* Uses or wears personal protective equipment or clothing as required
* Reports all injuries/illnesses, accidents, unsafe conditions, security incidents and any contravention of health and safety legislation, policies and procedures to the Restaurant Manager or Restaurant Owner
* Does not operate any equipment, machine, device or thing, or otherwise work in a manner that will endanger anyone

**Requirements/Qualifications:**

* Education: Secondary (high) school graduation certificate
* Experience: 1 year related experience

**Contact Information:** Doug Terry

**Apply with cover letter, resume & references:**

**By Email:** timswhitehorse@gmail.com

**In Person:** 2210-2nd Ave, Whitehorse, Yukon