**FRONT COuNTER ATTENDANT (noC 6711)**

**TIM HORTONS**

**Date Posted:** November 29, 2021

**Date Closed**: Until filled

**Location:** 2210 2nd Ave

**Hours:** 35 - 40 hours per week

**Salary:** $16.00/Hr.

**Duration:** Permanent

**Positions:** 5

**Job Description/Duties:**

* MUST BE CANADIAN RESIDENT OR HAVE CURRENT VALID STATUS TO WORK IN CANADA.
* All Shifts Available; Full Time Permanent 35 - 40 hrs./week $16.00;
* Part Time and restricted scheduling also available $15.20
* The Restaurant Front Team Member is the front line in providing the Exceptional Guest Experience through the delivery of exceptional 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
* Delivers consistent and outstanding guest service through friendly attitude, attentive behavior and strong product knowledge
* Enhances the guest experience by following the S.E.T. Principles: Smile, Eye Contact, Thank You
* Uses proper procedures to ensure the accuracy of every order for every guest E.g. repeating guest’s order when it is presented to them, using H.O.T.R.O.D.S. at drive-thru and marking hot beverage lids
* Ensures every guest receives a prompt and warm greeting within 5 seconds at front counter and drive-thru
* Maintains speed of service targets by working efficiently with a sense of urgency to fill orders and meet guests’ 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 according to training and instructional materials provided
* Prepares all products as required, following the order monitor to ensure the accuracy of every order
* Communicates showcase and product needs to ensure proper product availability for guests
* Regularly takes temperatures of the required products and records in the Time & Temperature Log
* Policies & Procedures
* Follows all restaurant policies, procedures and standards
* Maintains the front counter and drive thru area by keeping it clean, organized, stocked and ready for rush periods in the restaurant
* 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:**

* NO EXPERIENCE REQUIRED

**Contact Information: Doug Terry**

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

**In Person:** 2210 2nd Ave

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

**EMPLOYMENT CENTRAL**