

Plowboys BBQ

Job Title: Pit Crew	Job Code: PITCREW
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Position Overview

The position of Pit Crew works with management team and kitchen staff to staff to deliver great food and even better service to our patrons. Since Pit Crew team members interface directly with customers, they should exemplify the standards of service and conduct expected of all team members. Pit Crew team members work with the management to ensure customer satisfaction. The Pit Crew reports to the manager and takes direction from all management team members.

Essential Job Functions

- Arrive on time for their scheduled shift clocked in and ready to work
- Praise other team members for a job well done
- Deliver positive and constructive communication between kitchen staff and Pit Crew
- Make customers feel welcome
- Communicate customer service issues to management team immediately
- Understand the Plowboys menu, story, and brand
- Avoid legal challenges by conforming to the regulations of the alcoholic beverage commission.
- Maintains safe, secure, and healthy environment by establishing, following, and enforcing sanitation standards and procedures; complying with legal regulations; securing revenues
- Monitors food portions, quality, presentation, and service
- Take customer orders using Point of Sale (POS) system
- Make correct change
- Count and ensure accurate register till
- Assemble customer orders to individual specifications
- Prep workstation for next shift
- Wash dishes
- Clean & bus tables
- Keep workstation clean and orderly
- Responsible for dining room and restroom cleanliness and presentability
- Follow all policies as defined in the company handbook

Non-essential Job Functions

- Recommends improvements for job function to management team
- Attends offsite events such as catering events or festivals as part of the Plowboys team working that event

Requirements

- Must be over 16
- Must be over 18 to serve alcohol
- 1 Year Retail Food Service Experience
- High School Diploma or Equivalent or actively in High School
- Experience with Aloha or other advanced POS systems
- Quick Service restaurant experience a plus

- No Drug or theft convictions

Other Skills/Abilities

- Customer Service
- Taking Customer Orders
- Self-Motivated
- High Energy Level
- Multi-tasking
- Resolving Conflict
- Verbal Communication
- Standing for long periods up and exceeding four hours
- Able to lift at least 30 lbs
- Able to lift up to 20 lbs overhead

NOTE: This job description is not intended to be all-inclusive. Employee may perform other related duties as negotiated to meet the ongoing needs of the organization.
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