



## JOB DESCRIPTION: CHILL STAFF

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Reports to: Shift Leaders, Asst. Managers, Store Manager, GM and HDQ Management Team.

**Purpose of Job:** Assemble, and present completed treat orders, including stocking, cleaning and maintaining all customer areas in a clean, safe, pleasant manner and to all HDQ restaurant safety and health code standards.

**Essential Functions:** (Based on customer flow, quality, service, cleanliness and value presentation to customers, a Treat Area Person is representing HDQ to customers during entire shift.)

- **Communicate clearly**, quickly and politely with co-workers to ensure correct order is served to the customers.
- Prepare treat products following proper HDQ recipes, portioning, health and safety standards and procedures quickly and accurately.
- Be pleasant and alert to customer needs. Always ‘Service with Aloha,’ ‘Greeting, eye contact, smile and Thank you’ with each order.
- Utilize Red Book to adhere to PRIDE systems and routines that are incorporated into the day-to-day operations of the restaurant.
- Properly and safely operate and maintain HDQ restaurant equipment including related chill equipment while following all health and safety standards.
- Work as a “team” member to assure constant and consistent quality, service, cleanliness and value to each customer.
- Clean work area, organize and stock needed items. Move various treat, paper and cleaning items from other sections of building (or outside building) to immediate work area.
- Stocks and executes proper rotation of products and ingredients. FIFO (1<sup>st</sup> in, 1<sup>st</sup> out)
- Completes assigned prep work for stocking and set up of chill area. Controls food production process.
- Breaks down and cleans chill area thoroughly at the end of every day as assigned by a manager or shift leader.
- Wash counters, work surface areas, equipment, stock areas, floors and trash receptacles, gather trash and remove from dining/service areas to proper receptacle, sweep, mop, stock and other cleaning tasks. Occasional need to be out of building (i.e., freezer, trash container areas, etc.) for trash removal and other maintenance and cleaning activities.
- Informs immediate supervisor promptly of all problems or unusual matters of significance including HDQ equipment and customers’ concerns.
- Support and adhere to HDQ Company Standards for Operations, Marketing/Communications and Brand Identity.
- Performs other duties and responsibilities as requested by supervisors or HDQ Management Team.



**Accountability:** Operates chill area in accordance with established PRIDE standards, policies and procedures. Responsible for quick, accurate and safe treat production process. Assists in the success of HDQ by ensuring guest satisfaction through adhering to company standards for quality, value, service and cleanliness. Maintains a positive working relationship with all restaurant employees to foster and promote a cooperative and pleasant working climate. Communicates all significant issues, both positive and negative with HDQ Management Staff.

**Qualification Standards:**

- Move cases of food/paper products, buckets of sanitizing liquid or cleaner, containers of up to 30 pounds up to 10 times per six-hour shift, stock ice in soft drink dispensers, use sanitizing solutions, stock all items used in customer service area.
- Must be able to perform under pressure in a high volume restaurant including moving and responding quickly for long periods of time.
- Travel quickly in customer service area as much as three times for each customer, up to as many as 40 customers per hour of shift.
- Able to utilize Point of Sale (POS) system effectively.
- Must be able to work in and out of different temperature ranges.
- Handling food/drinks/treats and food/drink/treat products constantly and politely.
- Capability to stand for long periods of time.
- Ability to lift up to 30 pounds. Interact with the public and co-workers **constantly and positively** during shifts.
- Clean up after all kinds of messy situations.
- Must be able to read order monitors. Recall and communication of products and contents clearly and effectively.
- Practice established food handling procedures and meet any local health regulations.
- Service with Aloha: Exhibit and use **good manners, proper personal hygiene, positive attitude**, and promptness.
- Adhere to proper HDQ uniform standards.

Employee Signature: \_\_\_\_\_

Date: \_\_\_\_\_

Print Name: \_\_\_\_\_

HDQ Manager Signature: \_\_\_\_\_

Date: \_\_\_\_\_