



### **JOB DESCRIPTIONS**

#### **Cashier position...*front or side***

Main responsibility is to greet customers and take their order, and serve as the "face" of the business, living out in behaviors the LawLers Barbecue Customer Creed. Must be able to perform all tasks required on front to fulfill customer orders, to include: making the drinks, sacking the items, handing them out, explaining menu items, writing down orders, running credit cards, making Gift Card transactions, explaining the menu and each item on it, showing respect and manners through words and actions, thanking customers for their business. Ability to properly ring items and make proper change are crucial to cash balancing at end of day and profit margins being maintained.

Additional duties may include: operating the tea brew machine, lifting and pouring over buckets of tea into urns, wiping and cleaning front line counters, walls, shelves, etc....as well as going into dining room from time to time to clean and wipe off tables, stock items on and under condiment stand such as straws, spoons, forks, napkins, salt, pepper, sauce bottles, and other items needed to operate, sweeping and mopping of dining room and bathrooms, restocking and cleaning bathrooms, to include toilets and sinks, and doing sidework assignments such as making sauces, packaging items for pick-up, or any such needed tasks to take care of business in a professional manner.

### **Back line position...***meat and potato line*

Main responsibility is to read order screens and make orders as quickly and accurately as possible within our standards of operation, communicate back and forth with cashiers on front and side, and with customers within hearing and sight range. Critical is the understanding of the correlation between portion control and profit margins. Duties include: making sandwiches, plates, potatoes, specials, and other items on menu with particular care for appearance and quality standards, with a heavy emphasis on Health Department regulations. Additional duties may include: moving food items from cooler or freezer to rethermalizer or hot box for heating or cooking, doing side work as assigned, wiping and cleaning area, wearing latex or vinyl gloves as required by the Health Department when handling food items, placing trays of potatoes into and taking them out of oven then moving to hot box or potato line, sweeping and/or mopping of kitchen/storage /cooler areas, taking out containers of trash to dumpster, picking up parking lot, and other tasks necessary for operation of store as assigned by supervisor.

**Opener...** Must have a key and a security code to get into store. Is usually a supervisor but may be a highly competent hourly employee who has shown an interest in being the opener. Main responsibility is making sure store is ready to open and operate at 10:30 with all sidework, menu items, and elements necessary for operation completed. Duties to include: Turning on equipment, checking operational readiness of all equipment through visual inspection, determining quality of closing procedures night before, determining prep necessary to operate that day, then performing necessary prep to get us through the day. The prep items would include: slaw, potato salad, barbecue beans, Brunswick stew, mayo, pickles, sour cream, butters, dessert items, potato wrapping, and brewing of tea. There may be other items that need stocking or

unloading from cooler/freezer/dry storage to lines. Additional duties may include: Hauling trash from night before to dumpster (we do not take out trash after dark), sweeping/mopping floors anywhere in store, picking up parking lot, checking bathrooms and cleaning or stocking needed items if necessary, checking condiment stand for readiness before opening, turning on music and /or TV and adjusting sound to proper level.

**Closer**...Is an employee who closes the store after our regular hours of operation are over, usually meaning they must stay about an hour after closing or until 9pm to do final closing and cleaning tasks. There are usually at least two closers and a supervisor with one being assigned to the "front" area and the other to the "back" area. Back closing duties include: breaking down the lines, cleaning and restocking them for tomorrow's business, washing all dirty dishes and utensils, taking steps to insure proper food handling and safety procedures before we put away any hot or cold foods overnight, restocking paper items not already restocked during course of day, sweeping and mopping, and signing out on the time sheet before leaving. Front closing duties to include: breaking down front line tea urns to back for washing, restocking any items not stocked during course of day, cleaning and stocking dining room area to include bathrooms. Ice bins are to be refilled and tea urns lids to be left off for air drying. Supervisor may assist in closing duties as time allows, and all closers are to work as a team and share in responsibilities and duties not completed until everyone may leave safely together.