



# HOST/HOUSTESS

## **Primary Objective of Position:**

To provide a warm, welcoming greeting to our guests, and to ensure that the guests' dining experience is exceptional. To ensure that guests are seated in a timely manner, and to provide a sincere and heartfelt thank you to each guest as they leave.

## **Essential Functions:**

- Maintains a cheerful, courteous disposition and a neat, clean and professional image.
- Greets guests and opens the door for each Guest, upon entering and departing.
- Answers telephone within 3 rings and answers questions or directs calls to the appropriate staff member.
- Effectively and efficiently manages the wait list, as well as the call ahead list.
- Escorts guests as soon as possible to appropriate table.
- Communicate Guest questions or concerns to Managers as appropriate.
- Bids farewell to guests leaving. Ensures everything was satisfactory and invites guests to return.
- Keeps foyer, host area, wait area and cocktail tables clean and free of clutter.
- Maintains the cleanliness and organization of the Host station: Ensures all menus are stocked and properly cleaned and maintained. Checks for restocking of necessary supplies. Brings all areas up to standard. Discusses problem areas with manager.
- Inspects restrooms periodically and maintains cleanliness standards.
- Performs shift change and/or opening or closing duties.
- Keeps immediate supervisor promptly and fully informed of all problems or unusual matters of significance and take prompt corrective action where necessary or suggests alternative courses of action that may be taken.
- Assists other team members as needed or when business needs dictate.

## **Qualification Standards:**

- Ability to read English.
- Stands/walks during 100% of shift.
- Reaches, bends, stoops and wipes frequently.
- Ability to verbalize clearly and respond to Guests.
- Lift up to 30 lbs. several times per shift when business needs dictate.

*If you need any accommodation from the Company to enable you to perform essential job functions, please let us know at time of hire.*

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# SERVER

## ***Primary Objective of Position:***

Ensure Guests receive an exceptional dining experience. Serves Guests in a timely and proficient manner and is attentive to their needs. Practices responsible alcohol service in accordance with state and local laws and Brinker alcohol policy.

## ***Essential Functions:***

- Possess proficient knowledge of the menu in order to explain our offerings to the Guests, inform them of current food promotions and specials, and answer any questions.
- Accurately writes food and beverage orders on Guest tickets and enters order into POS quickly and in proper sequence, using appropriate abbreviations and charges.
- Serves food and beverages to Guests in a timely manner, which includes retrieving food orders from the kitchen and transporting them to the Guests in the servers' section, as well as for any other section in the restaurant.
- Ability to assess guest demeanor and identify when behavior should be called to the attention of a Manager.
- Follow alcohol awareness procedures for identifying age, preventing intoxication and dealing with intoxicated Guests.
- Collect payment (credit cards, cash) for drinks and/or food served following company established accounting procedures for all transactions.
- Ensure all financial transactions are correct and maintains accuracy and coin for making change. Operate credit card machines correctly. Accurately calculates change due to the Guest and return appropriate amount in a timely matter.
- Maintains table appearance by pre-bussing, checking drink levels, removing clutter and providing adequate napkins, etc.
- Keeps station clean, sets up and takes down station tables appropriately.
- Performs shift change and/or opening or closing duties.
- Adheres to all company safety and sanitation policies and procedures.
- Assists other Team Members as needed or when business needs dictate.

## ***Qualification Standards:***

- Ability to operate POS, make change and accurately conduct credit card transactions and account for all monies at the end of each shift.
- Stands/walks 100% of shift.
- Reaches, bends, stoops, and wipes frequently.
- Able to deliver plates, food & clear tables which may require lifting as much as 30lbs.
- Ability to read and write English.
- Ability to verbalize and clearly respond to Guests.
- Ability to read and write handwritten notes.
- Complete and pass the Responsible Alcohol Service (RAS) class with an 80% or better score in compliance with Brinker policy and/or state requirements.
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# DISHWASHER

## **Primary Objective of Position:**

To provide guest and team members with clean and sanitized utensils, dishes, glassware, equipment and facilities.

## **Essential Functions:**

- Provides guests and team members with clean sanitized and spot-free utensils plate-ware, glassware, and equipment.
- Sets up dish machine in the AM and closes down the dish machine in the PM according to proper procedures.
- Maintains daily cleanliness and maintenance of dish machine.
- Trouble-shoots dishwasher machine malfunctions.
- Washes plate-ware, glassware, silverware and pots/pans and kitchen utensils adhering to sanitation and cleaning procedures.
- Keeps the kitchen clean by sweeping and mopping floors and emptying trash.
- Cleans and sanitizes throughout the shift.
- Completes assigned prep work and beautification duties.
- Performs shift change and/or opening or closing duties.
- Adheres to all company safety and sanitation policies and procedures.
- Assists other Team Members as needed or when business needs dictate.

## **Qualification Standards:**

- Stands 100% of shift.
- Lifts and carries weights of up to 70lbs up to 20 times per shift; places these items on high shelves and in walk-in cooler and freezer.
- Frequent bending and stooping.
- Works indoors 75%, outdoors 25%
- Works frequently in hot and damp environment.
- Frequently immerses hands in water.
- Frequently immerses hands in water diluted with chemical solutions.
- Frequently works with sharp knives and utensils.
- Frequently works with hot plates.

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# QA

## **Primary Objective of Position:**

Ensure Guest receives the highest quality food and an exceptional dining experience; make sure that orders are prepared and garnished properly, and delivered to the Guest at the appropriate hot or cold temperature. Ensure guests are served in a timely and proficient manner.

## **Essential Functions:**

- Inspect food orders to ensure that orders are prepared to Company standards and specifications, including garnishing food with appropriate accompanying items.
- Ability to effectively communicate with the Kitchen (BOH), Servers (FOH), Managers and other employees regarding cook times, potential problems, and other issues, in a calm and effective manner.
- Possess proficient knowledge of the menu in order to explain our offerings to the Guests, inform them of current food promotions and specials, and answer any questions if needed.
- Keeps prepared food continuously flowing out of the kitchen.
- Read tickets correctly to ensure that all orders are complete.
- Cleans and sanitizes throughout the shifts.
- Rotates and stocks product as needed.
- Completes assigned duties to stock and set up pass-thru station. Breaks down and cleans pass-thru station thoroughly every day.
- Prioritizes and makes quick decisions to ensure that all guests are served quality food made to specifications within appropriate timelines.
- Performs shift change and/or opening or closing duties.
- Adheres to all company safety and sanitation policies and procedures.
- Assists other team members as needed or when business needs dictate.

## **Qualification Standards:**

- Lifts and carries up to 25 lbs, many times per shift.
- Frequent bending and stooping.
- Stands 100% of shift.
- Able to hold items with hands (knives, pans, trays) for extended periods of time, with up to 5 lbs of weight.
- Stacks, walks, moves during entire shift.
- Uses hands 90% of shift.
- Ability to read English.
- Ability to communicate with managers, team members, and guests to ensure guest satisfaction.

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# BARTENDER

## **Primary Objective of Position:**

Ensures that the guest is greeted with a warm and welcoming smile. Ensures that guests receive their drinks and food in a timely manner, while providing friendly and efficient service. Mixes and serves alcoholic and non-alcoholic drinks to guests of bar and service bar, following standard recipes and the company's alcoholic beverage policies; merchandises drinks; and is attentive to guests, making them feel welcome, at all times.

## **Essential Functions:**

- Mixes ingredients such as liquor, soda, water, and sugar to prepare cocktails and other drinks.
- Ensures that all drinks are prepared according to company recipes.
- Serves wine, liquor, draft or bottled beer, and food to bar guests.
- Prepares drinks for servers' guests.
- Collects payment for drinks and/or food served following company established accounting procedures for all transactions.
- Observes guests and responds to their needs.
- Guides guests in selecting food and beverage items.
- Follows alcohol awareness procedures for preventing intoxication and dealing with intoxicated guests.
- Prepares drinks and verifies correct pricing.
- Enters all orders into the computer prior to presenting the beverage to the guest.
- Possesses proficient knowledge of liquor quality and beverage preparation, and keeps updated on new and revised beverage recipes.
- Ensures a clean and well-stocked bar.
- Secures all monies at the end of each shift.
- Adheres to all company safety and sanitation policies and procedures.
- Keeps immediate supervisor promptly and fully informed of all problems or unusual matters of significance and takes prompt corrective action where necessary or suggests alternative courses of action in which may be taken.
- Performs all duties and responsibilities in a timely and effective manner in accordance with established company policies to achieve the overall objectives of this position.
- Displays a favorable image of Chili's Grill & Bar at all times.
- Maintains a favorable working relationship with all other company team members to foster and promote a cooperative and harmonious working climate that will be conducive to maximum team member morale, productivity, and efficiency/effectiveness.
- Assists other team members as needed or when business needs dictate.
- Ensures bar and restaurant guest drink orders are filled quickly and according to recipe.
- Ensures daily bar inventories correspond with bar register totals and bar register is balanced
- Keeps bar area neat, clean, and properly stocked.

## **Qualification Standards:**

- Ability to operate POS system, make change, and accurately conduct credit card transactions.
- Ability to account for all monies (balance) at end of each shift.
- Ability to calmly respond to angry or intoxicated guests and call to attention of manager.
- Stands 100% of shift.
- Reaches, bends, stoops, shakes, stirs, and wipes frequently.
- Lifts up to 40 lbs. several times per shift.
- Ability to clearly verbalize and respond to guest.
- Ability to read menu.
- Frequent immersion of hands in water.
- Ability to effectively request and review identification for age verification from each guest, as required by state and local laws.
- Complete and pass the Responsible Alcohol Service (RAS) class with an 80% or better score in compliance with Brinker policy and/or State requirement.

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# PREP COOK

## **Primary Objective of Position:**

To ensure Kitchen preparation is complete and meets company standards, so that each guest receives an unforgettable meal. Prepares food and recipes according to company specifications using diverse methods of preparation.

## **Essential Functions:**

- Prepares a variety food, with diverse methods of preparation and adheres to specific product prep and handling procedures and plate presentation.
- Adheres to all company safety and sanitation policies and procedures.
- Ensures proper execution of recipe procedures while maintaining a high quality and consistent product.
- Maintains cleanliness throughout the kitchen.
- Maintains proper par levels to ensure kitchen service is not disrupted.
- Communicates potential problems with the cooks, managers and servers as necessary.
- Completes assigned prep work to stock and set up stations as necessary.
- Breaks down, and cleans station or work area at end of shift.
- Ensures proper rotation of all products and stocks product to par.
- Safely transports items to and from the kitchen on a slick surface.
- Cleans and sanitizes throughout the shift.
- Performs all duties and responsibilities in a timely and effective manner in accordance with established company policies to achieve the overall objectives of this position.
- Maintains a favorable working relationship with all other team members to foster and promote a cooperative and harmonious working climate which will be conducive to maximum team member morale, productivity and efficiency/effectiveness.
- Displays a favorable image of Chili's Grill & Bar at all times.

## **Nonessential Functions:**

- Performs other duties and responsibilities as required or requested.
- Assists other team members when needed.
- Assists other team members with dishwashing and cleaning duties.
- Assists with unloading of delivery truck.
- Works frequently in damp, hot work environment.

## **Accountabilities:**

Must be able to perform multiple tasks while maintaining required standards of operation in daily restaurant activities. Must be able to perform duties to ensure guest satisfaction. Must produce items to recipe standards, to ensure guest satisfaction, while controlling food costs. Must adhere to all company food handling, safety and sanitation procedures at all times. Must be responsible for the material in the Team Member Handbook and Policies & Procedures Manual.

## **Qualification Standards:**

- Lifts and carries up to 70lbs, up to 20 times per shift; places these items on high shelves and in walk-in freezer.
- Frequent bending and stooping.
- Stands 100% of shift.
- Works frequently in damp, hot work environment.
- Uses sharp knives and utensils.
- May use slicers or other kitchen machinery.
- Able to hold items with hands (knives, pans) for extended periods of time, with up to 5 lbs of weight.
- Able to read recipes.
- Able to communicate with manager and team members to ensure Guest satisfaction.
- Able to use Smoker
- Able to use Kettle
- Work a variable and flexible schedule which may include nights, weekends and holidays

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# LINE COOK

## **Primary Objective of Position:**

To ensure that each guest receives an unforgettable meal. Cooks menu items according to company recipes, ensures that all items are made to company specifications, using diverse methods of preparation.

## **Essential Functions:**

- Cooks a variety food, with diverse methods of preparation and adheres to specific product specifications and handling procedures and plate presentation.
- Adheres to all company safety and sanitation policies and procedures.
- Ensures proper execution of recipe procedures while maintaining a high quality and consistent product.
- Maintains cleanliness throughout the kitchen.
- Keeps food orders continuously flowing out of the kitchen.
- Communicates ticket times and potential problems with the QA, manager and servers as necessary.
- Helps to complete assigned pre-work to stock and set up stations as necessary.
- Breaks down, and cleans station or work area at end of shift.
- Helps to ensure proper rotation of all products and that product meets par.
- Cleans and sanitizes throughout the shift.
- Performs all duties and responsibilities in a timely and effective manner in accordance with established company policies to achieve the overall objectives of this position.
- Maintains a favorable working relationship with all other team members to foster and promote a cooperative and harmonious working climate which will be conducive to maximum team member morale, productivity and efficiency/effectiveness.
- Displays a favorable image of Chili's Grill & Bar at all times.
- Performs calmly and effectively under pressure.
- Safely transports items to and from the kitchen on a slick surface.

## **Nonessential Functions:**

- Performs other duties and responsibilities as required or requested.
- Assists other team members when needed.
- Assists other kitchen team members with cleaning responsibilities.

## **Accountabilities:**

Must be able to perform multiple tasks while maintaining required standards of operation in daily restaurant activities. Must be able to perform duties to ensure guest satisfaction. Must produce menu items to recipe standards, to ensure guest satisfaction, while controlling food costs. Must adhere to all company food handling, safety and sanitation procedures at all times. Must be responsible for the material in the Team Member Handbook and Policies & Procedures Manual.

## **Qualification Standards:**

- Lifts and carries up to 70lbs, up to 20 times per shift; places these items on high shelves and in walk-in freezer.
- Frequent bending and stooping.
- Stands 100% of shift.
- Works frequently in damp, hot work environment.
- May work with an open flame.
- Uses sharp knives and utensils.
- May use slicers or other kitchen machinery.
- Able to hold items with hands (knives, pans) for extended periods of time, with up to 5 lbs of weight.
- Able to read/recognize ticket orders.
- Able to communicate with manager and team members to ensure guest satisfaction.
- Work a variable and flexible schedule which may include nights, weekends and holidays.

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