



## SERVER-Front of House

### **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. Always practice responsible alcohol service in accordance with state/local laws and Peppers North LLC alcohol policy.

### **Essentials 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.

### **Qualifications Standards:**

- Must be 21 years of age per local law
- Must have Anchorage Food Handlers Card and TAPS card prior to hiring.
- 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 during 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.

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



# BARTENDER-Front of House

## **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 servers' guests, following standard recipes and the company's alcoholic beverage policies; Merchandises drinks; and is attentive to Guests, making them feel welcome, at all times

## **Essentials 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 and servers' Guests.
- Answers phone within 3 rings.
- Will perform any TOGO order processing as necessary
- 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 POS 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.

## **Qualifications Standards:**

- Must be 21 years of age per local law
- Must have Anchorage Food Handlers Card and TAPS card prior to hiring.
- 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 during 100% of shift.
- Reaches, bends, stoops, and wipes frequently.
- Able to deliver plates, food & clear tables which may require lifting as much as 40lbs.
- Ability to read and write English.
- Ability to verbalize and clearly respond to Guests.
- Ability to calmly respond to angry or intoxicated Guests and call to attention of manager.
- 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

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## HOST-Front of House

### **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.

### **Essentials 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 direct 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, and waiting area 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 takes 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.

### **Qualifications Standards:**

- Ability to read and write English
- Must be 16 years or older
- Must have Anchorage Food Handlers Card
- Stands/walks during 100% of shift
- Reaches, bends, stoops and wipes frequently
- Ability to verbalize clearly and respond to Guest
- Lift up to 30 pounds several times per shift when business needs dictate.

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## TO GO Specialist-Front of House

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

To provide a warm, welcoming greeting to our Guests and to ensure that the Guests' take out experience is exceptional. To ensure that Guests received their take-out order accurately and in a timely manner and to provide a sincere and heartfelt thank you to each Guest

### **Essentials Functions:**

- Maintains a cheerful, courteous disposition and a neat, clean and professional image.
- Answers telephone within 3 rings and assists Guests with placing their To-Go order.
- 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.
- Delivers food and beverages to Guests in a timely manner, which includes retrieving food orders from the kitchen and packaging them in the appropriate containers.
- Delivers food to Guest's vehicles abiding by the Curbside To-Go standards, when applicable.
- Collects payment (credit cards, cash) for drinks and/or food served following company established accounting procedures for all transactions.
- Maintains and balances cash drawer by ensuring that all financial transactions are correct and maintains accuracy and coin for making change. Operates credit card machines correctly and accurately: calculates change due to the Guest and returns change in a timely manner.
- Keeps To-Go area stocked, neat, clean and free of clutter.
- Maintains the cleanliness and organization of the To-Go station: Ensures all supplies are stocked and properly cleaned and maintained. Checks for restocking of necessary supplies. Brings all areas up to standard. Discusses problem areas with Manager.
- 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 takes prompt corrective action where necessary or suggests alternative courses of action that may be taken.
- Adheres to all company safety and sanitation policies and procedures.
- Assists other Team Members as needed or when business needs dictate.

### **Qualifications Standards:**

- Must be 16 years of age or older
- Must have Anchorage Food Handlers Card.
- 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 during 100% of shift. Reaches, bends, stoops, and wipes frequently.
- Ability to lift up to 30lbs per shift when business dictates.
- Able to deliver items to Guests inside or outside
- Ability to read and write English.
- Ability to verbalize and clearly respond to Guests.

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## LINE COOK-Heart Of House

### **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.

### **Essentials Functions:**

- Cooks a variety of 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.
- Communicates ticket times and potential problems with the QA, Manager and Servers 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 sanitized 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.
- Performs calmly and effectively under pressure.
- Safely transports items to and from the kitchen on a slick surface.
- Performs other duties and responsibilities as required or requested
- Assists other team members when needed

### **Qualifications Standards:**

- Ability to read and write English and read recipes
- Must be 16 years or older
- Must have Anchorage Food Handlers Card prior to hiring
- Stands/walks during 100% of shift
- Uses hands 90% of shift
- Ability to hold items with hands (knives, pans, trays) for extended periods of time, with up to 5lbs of weight
- Ability to use slicers, knives and other kitchen machinery
- Reaches, bends, stoops and wipes frequently
- Ability to verbalize clearly and respond to Team Members, Managers and Guests as needed
- Lift up to 30 pounds several times per shift when business needs dictate.

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



# PREP COOK-Heart Of House

## **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.

## **Essentials Functions:**

- Prepares a variety of food, with diverse methods of preparation and adhere to specific product prep and handling procedures and plate presentation.
- Adheres to all company, state and city 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 cooks, managers and servers as necessary
- Completes assigned prep work to stock and set up stations as necessary.
- Breaks down and cleans stations 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 slick surface.
- Cleans and sanitized throughout the shift.
- Must produce items to recipe standards
- 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 favorable working relationship with all other team members to foster and promote cooperative and harmonious working climate which will be conducive to maximum team member morale, productivity and efficiency/effectiveness

## **Qualifications Standards:**

- Ability to read and write English and read recipes
- Must be 16 years or older
- Must have Anchorage Food Handlers Card prior to hiring
- Stands/walks during 100% of shift
- Uses hands 90% of shift
- Ability to hold items with hands (knives, pans, trays) for extended periods of time, with up to 5lbs of weight
- Ability to use slicers, knives and other kitchen machinery
- Reaches, bends, stoops and wipes frequently
- Ability to verbalize clearly and respond to Team Members, Managers and Guests as needed
- Lift up to 30 pounds several times per shift when business needs dictate.

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# QA (Quality Assurance)-Heart Of House

## **Primary Objective of Position:**

Ensure Guests receive the highest quality food and exceptional dining experience; make sure that orders are prepared and garnished properly and delivered to the Guest at the appropriate hot or cold temperature. Communicates with Team Members and Managers regarding ticket times and potential problems to ensure Guests are served in a timely and proficient manner. Will process Dine-In and ToGo tickets.

## **Essentials Functions:**

- Inspects food orders to ensure that orders are prepared to Company standards and specifications.
- Ability to effectively communicate with the Kitchen (HOH), Servers (FOH), Managers and other employees regarding cook times, potential problems, in a calm effective manner.
- Possess proficient knowledge of the menu in order to recognize when items are made incorrectly and take action to ensure that all items meet food quality, presentation and ingredient specification.
- Keeps prepared food continuously flowing out of the kitchen and ensures the pace of food coming out of the window meets brand ticket time goals.
- Read tickets correctly to ensure that all orders are complete
- 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 shift
- Prioritizes and makes quick decisions to ensure that all guests are served quality food food made to specifications within appropriate timelines.
- Performs shift changes 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 dictates.

## **Qualifications Standards:**

- Ability to read and write English
- Must be 16 years or older
- Must have Anchorage Food Handlers Card prior to hiring
- Stands/walks during 100% of shift
- Uses hands 90% of shift
- Ability to hold items with hands (knives, pans, trays) for extended periods of time, with up to 5lbs of weight
- Reaches, bends, stoops and wipes frequently
- Ability to verbalize clearly and respond to Team Members, Managers and Guests as needed
- Lift up to 30 pounds several times per shift when business needs dictate.

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# DISHWASHER/FLOOR MAINTENANCE-Heart Of House

## **Primary Objective of Position:**

To provide Guest and Team Members with clean and sanitized utensils, dishes, glassware, equipment and facilities.

## **Essentials Functions:**

- Provides Guests and Team Members with clean sanitized and spot-free utensils, plateware, glassware equipment and facility.
- 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 plateware, glassware, silverware, and pots/pans and kitchen utensils adhering to sanitation and cleaning procedures.
- Keeps the kitchen clean by sweeping, mopping floors, emptying trash throughout shift
- Completes all mopping and cleaning of facility per the AM and PM floor maintenance assignments
- Cleans and sanitizes throughout the shift.
- Completes daily assigned tasks 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.

## **Qualifications Standards:**

- Ability to read and write English
- Must be 16 years or older
- Must have Anchorage Food Handlers Card prior to hiring
- Stands/walks during 100% of shift
- Uses hands 90% of shift and frequently has hands immersed in water
- Works in hot and damp environment
- Ability to hold items with hands (knives, pans, trays) for extended periods of time, with up to 5lbs of weight
- 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
- Reaches, bends, stoops and wipes frequently
- Ability to verbalize clearly and respond to Team Members and Managers as needed

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