JOB DESCRIPTION

Job Title: Cashier
Status: Part-Time
Salary Range: starting at $11+
Supervisor: Restaurant Manager

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JOB SUMMARY:

The cashier's role is to ensure that every customer is served in a friendly, professional, and timely manner. This includes taking phone orders, greeting customers as they enter the restaurant, processing customer orders through the POS system, and notifying the kitchen staff of any special requests. Our cashiers are the face of our establishment as they are usually the first, and sometimes only, face the customer sees when at our restaurant. This person will process customer transactions, resolve customer issues, bag orders when needed, and maintain their assigned areas of the restaurant. Our cashier's play a fundamental role in achieving our customer satisfaction and revenue growth objectives.

PRIMARY RESPONSIBILITIES AND DUTIES:

- Process all transactions accurately and efficiently in accordance with established policies and procedures.
- Maintain a welcoming environment for the customers ensuring excellent customer service & food quality.
- Make sales referrals, cross-sell products and introduce new products to customers.
- Having keen knowledge of restaurant menu items and assisting customers in menu questions.
- Resolve customer complaints
- Process all phone, e-tab, delivery, and catering orders and prepare them for customer pick-up.
- Knowledgeable of front of house restaurant operations and workflow
- Closing cash drawer down and preparing cash drops
- Handling cash payments and making change
- Redeem all customer credits and coupons.
- Introduce Loyalty program to all customers and sign up upon agreeance.
- Track and maintain reports of all transactions.

- Willing to be a team player
- Bag, box and wrap all food orders
- Restock all front-line items when needed.
- Maintain clean and tidy checkout and dining areas
- Ensure company standards are being met and upheld for customer & restaurant appearance.
- Maintains and follows all company health, safety, and security policies & procedures.
- Performs all additional tasks & duties given by manager and owner.