

JOB DESCRIPTIONS

Shift Manager
Pre Cook
Line Cook
Head Server/Trainer
Server
Take Out
Cashier
Host
Bus Person
Dishwasher

Shift Manager

Reports To: G/M - Owner
FLSA Status: Exempt
Pay Information: Hourly Wage
Overtime paid as earned.
Salary with benefits available after one year satisfactory employment with company.
Hours Required: 50 hours per week.

SUMMARY: Requires a friendly personality with a calm and organized disposition. A punctual and responsible attitude toward the work schedule is essential. A clean neat appearance in the proper uniform is a must. Must lead by example and be willing to jump in and do any job necessary, cover for absent employees and work line and expo positions.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following. Other duties may be assigned.

Coordinate customer service within company policies. Spend time in dining room with customers to insure superior service. We don't win arguments, we win customers.

Responsible for cash and credit controls in accordance with company regulations. Responsible for deposits, tip outs, cash controls, petty cash and incidental cash purchases. Must able to make change and perform addition and subtraction. Will be supervising 40+ employees. Will assist the GM by carrying out responsibilities in hiring, and training

employees; planning, assigning, and directing work; appraising performance; rewarding and disciplining employees; addressing complaints and resolving problems.

QUALIFICATIONS, EDUCATION and/or EXPERIENCE: High school diploma or equivalent as a minimum, with college experience preferred. (Or the equivalent combination of 9 years education and 5 years restaurant experience as a minimum.) Prior management experience is essential. A satisfactory employment history is a must have. Good references go a long way when applying.

PHYSICAL DEMANDS: While performing the duties of this job, the employee is regularly required to stand, walk, talk or hear, and taste or smell. The employee must regularly lift and/or move up to 10 pounds, frequently lift and/or move up to 25 pounds, and occasionally lift and/or move up to 80 pounds. Employee may be required to fulfill cooking responsibilities, which may include frying, broiling, and food preparation.

WORK ENVIRONMENT While performing the duties of this job, the employee is frequently exposed to fumes or airborne particles. The employee is occasionally exposed to wet and/or humid conditions, moving mechanical parts, toxic or caustic chemicals, outside weather conditions, extreme cold, extreme heat, risk of electrical shock, and vibration. The noise level in the work environment is usually moderate.

Prep Cook

Job Title: PREPARATION COOK

Reports To: GENERAL MANAGER/RESTAURANT MANAGER

FLSA Status: NON-EXEMPT

Pay Information Hourly Wage

Overtime paid as earned.

Hours Required: 40 hour week is available.

SUMMARY

The preparation cook must maintain Shorty's high standards in quality and sanitation in the daily production of sliced meats, coleslaw, BBQ beans, BBQ sauce and any other prepared foods designated by management. Strict adherence to the standardized recipes are critical and must be maintained at all times. This position requires a friendly personality with a calm and organized disposition. A punctual and responsible attitude toward the work and schedule is essential. A clean neat appearance with emphasizes on personal hygiene is a must. A cap or hairnet and sanitation gloves are to be worn at all times.

QUALIFICATIONS, ESSENTIAL DUTIES AND RESPONSIBILITIES include the following. Other duties may be assigned. To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The Prep Cook is the first to arrive each morning. A daily check of restaurant security, all cooler & freezer temperatures is among the first duties of the day, reporting any problems to management. Sometimes working with the Oven Cook the morning Chicken, Beef and Pork operations are conducted checking the overnight cooks work and removing the product from the smoker ovens when the proper internal temperature has been reached.

The morning routine may include; starting steam tables and corn pots, and adding product as required. Coleslaw, BBQ Beans, Brunswick Stew, Sloppy Joe, various proprietary Shorty's sauce production, meat slicing, pull meat products are the SOLE responsibility of the Prep Cook staff. The Pre Staff is responsible to supervise any crew member when portioning any Shorty's product.

Catering will require the Prep Staff to respond to multiple take-out and large catering orders with all products necessary. A good Prep Cook is responsible for tracking catering a large take-out orders.

Kitchen sanitation, inventory control, cooler and freezer maintenance and stocking are the responsibility of the Prep Staff. In partnership with the Store Managers, the Prep Cook Staff is responsible to enforce the rules regarding: Gloves, hats, hand washing, cutting board usage, recipes, smoking, restocking, portioning, sanitizing work areas, and cooler and freezer temperatures.

Working with the managers, the prep staff will determine the status of current production as well as any problems or requests with regard to future production. Based on the projected needs of the day, the prep staff will product inventory products needed.

Trimming and slicing meat, poultry and fish is required. Weighing, tagging and recording production is a daily operation. A working knowledge of all Shorty's recipes, measuring procedures and taste profiles is a requirement of this position.

Line Cook

Job Title: LINE COOK / KITCHEN PERSONNEL

Reports To: GENERAL MANAGER/RESTAURANT MANAGER

FLSA Status: NON-EXEMPT

Pay Information Hourly Wage

Overtime paid as earned.

Hours Required: 40 hour week is available

SUMMARY

This is a team position. The line consists of 3 to 5 crew members working side-by-side in a very demanding environment. To succeed the line must be set up and ready before the restaurant is opened. Opening requirements include food preparation, oven cooking, equipment cleaning and maintenance as scheduled, and the receiving and stocking of supplies as required. This position requires a friendly personality with a calm and organized disposition. A punctual and responsible attitude toward the work schedule is

essential. A clean neat appearance in the proper uniform is a must. We will provide the uniform T-shirt, apron and cap. Caps, hairnets and sanitary gloves are to be worn at all times.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following. Other duties may be assigned.

Pre-opening responsibilities include the following. Daily maintenance of deep fat fryers, (filter, change, or add oil). Setup line, clean and supply as required while monitoring the cooking process and temps. Prepare beginning inventory for use, reheat to proper temperature. Perform routine maintenance as scheduled or instructed by management. Prepare sauce supply as needed while monitoring the steam table, meat, beans, etc. Corn production must be strictly adhered to in order to assure high quality. Meat production must be approved by management, ensuring that the proper amounts are recorded.

A typical summary of the daily line duties include receiving orders from the kitchen printers, determining if the order is in-house, take-out, or a time order. Depending on the configuration of the P-O-S system inform other work stations of incoming orders and amounts. Preparing orders as instructed while maintaining proper temperature, portions, sequence, and sanitary procedures. The portion amounts are provides in the Line Procedures manual.

The line is a very demanding job. It's fast, it's hot, it can be complicated. There may be times when you will work an hour or two without a break, under extreme conditions. You must be able to work as a part of a team. The line will not work unless it is a team effort. If you have a difficult time working with people, do not take this position, you will not be happy.

Shift closing and store closing procedures must be followed and will include cleaning and organizing the work stations. Returning all unused food products to their proper storage areas, labeled and in the proper containers as required. Preparing the line for pressure cleaning if necessary. Managing all appliances, equipment, gas and electric ovens and cookers

The following are some general guidelines that must be followed.

1. Kitchen personnel are not allowed in the dining room during opening hours.
2. No cell phones, radio's, tape/cd players allowed on the line during opening hours.
3. Radio's are allowed in the dishwashing and prep area's but must be kept at a low volume.
4. During peak hours conversation with server's and take-out personnel is not allowed, except to where it pertains to the business at hand.
5. Any problems, questions should be directed and channeled through the managers.
6. We have open kitchens so no loud voices, improper language, playing

around, or unnecessary yelling.

SUPERVISORY RESPONSIBILITIES

This job has no supervisory responsibilities.

QUALIFICATIONS To perform this job successfully, an individual must be able to perform as a part of a TEAM.

Head Server/Trainer

Job Title: HEAD SERVER/SERVER TRAINER

Reports To: GENERAL MANAGER/RESTAURANT MANAGER

FLSA Status: NON-EXEMPT

Pay Information Hourly Wage
Overtime paid as earned.

Hours Required: 40 hour week is available

SUMMARY

To insure the high standards of Shorty's fast and friendly service, continuous supervision and training are required. Employees should be fair and consistent in staff supervision to maintain a harmonious working atmosphere in the restaurant. This position requires a friendly personality with a calm and organized disposition. A punctual and responsible attitude toward their work schedule is essential. A clean neat appearance in the proper uniform is a must.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following. Other duties may be assigned.

Through knowledge and understanding of all phases of serving staff functions.

General knowledge of kitchen, cashier, host, and takeout positions and functions.

Must have the ability to train new staff members in duties, requirements and responsibilities of their position.

Schedule server staff with fair and consistent format. Consideration will be given to special requests and personal problems provided sufficient notice is provided whenever possible. There are no protected server positions or schedules. In an effort to be fair and consistent, the head server will insure that all server positions and shifts will be rotated amongst all servers based on qualifications only.

Mediate server staff disputes and concerns to eliminate friction.

Supervise and help train bus staff.

SUPERVISORY RESPONSIBILITIES

Directly supervises "10-20" employees on the Serving staff. Carrying out supervisory responsibilities in accordance with the Server Handbook, company policies and applicable State and Federal laws. Responsibilities include interviewing, and training employees; planning, assigning, and directing work; appraising performance; disciplining employees; addressing complaints and resolving problems.

Server

Job Title: SERVER
Reports To: GENERAL MANAGER/RESTAURANT MANAGER
FLSA Status: NONEXEMPT
Pay Information Hourly Wage
Overtime paid as earned.
Hours Required: 40 hour week is available
Part-time scheduling is available. Weekend and night shifts are required of all servers. On-call schedules will be rotated fairly.

SUMMARY

Excellent "Guest First" Service is critical to the success of Shorty's Bar B Q. Ever effort will be made by owners, managers and supervisors to insure that each Shorty's Guest leaves having had a great meal, having paid a fair price, and having enjoyed first class service in a clean, comfortable and entertaining environment.

It starts with a clean uniform, and includes proper hygiene and personal grooming. All servers will adhere to strict standards of personal appearance are outlined in the Server's Handbook. Management will not tolerate any deviation from these standards.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following. Other duties may be assigned.

Learn the operation of the P-O-S system.

A clean uniform consisting of black or blue jeans, western shirt, calico bandana, non-slip shoes. The company will provide name tags, and server aprons.

Servers will begin each shift with their opening duties (see server side work requirements), plus any special duties designated by management.

All stations must be setup before the store opens, the dining room must be ready for customers promptly at opening and beginning of each shift

Greet each party, even if you are too busy to take their order. Acknowledge their presence and let them know you will be right back. Take the order carefully, and post it to the P-O-S system when applicable. Any mistakes must be corrected by the manager after the order has been sent to the kitchen. While the guests are ordering suggest side orders and desserts since this will round out their dining experience.

The order of service is outlined in Servers Handbook.

TEAMWORK includes working with other servers, bussing tables as needed and working out situations BEFORE them become problems in the dining room. Seasoned servers should assist new hires and help them work themselves into the server team. Many shifts will not use the bussing positions. We will maintain a “Full Hands In and Full Hands Out of the Kitchen Policy.”

Unfortunately, Guest complaints happen from time to time. The best course of action to take if you cannot properly take care of any customer need is to see a manger and follow their instructions. Always be polite, concerned and take ownership of the problem.

Be very conscientious when serving beer or wine. Shorty's policy is no beer or wine without a food order unless the location has a saloon. Shorty's is concerned with maintaining a pleasant family atmosphere, be observant of a guest who may have been drinking prior to entering the restaurant. If unsure of a customers condition check with the manager. Guest are not allowed to bring beverages or food into the restaurant, (infant needs are exempted).

Closing duties are required for each station (see server side work requirements), servers may need to perform other tasks designated by management. The tip-out will not occur until all server side work is complete, the server pager is returned and all shift work has been completed and approved by the shift manager. Early out servers must complete the work regardless of the time their shift ends.

SUPERVISORY RESPONSIBILITIES

This job has no supervisory responsibilities.

Takeout

Job Title: TAKE OUT CASHIER

Reports To: GENERAL MANAGER/RESTAURANT MANAGER

FLSA Status: NON-EXEMPT

Pay Information Hourly Wage
Overtime paid as earned.

Hours Required: 40 hour week is available

Part-time scheduling is available. Weekend and night shifts are required. On-call schedules will be rotated fairly

SUMMARY

The take out cashier provides several essential functions to Shorty's operations. The take out cashier is responsible for taking the customers order in person or by the telephone in a friendly and professional manner. They conduct the cash or credit transaction and help package the order according to the operational requirements. This position requires a friendly personality with a calm and organized disposition. A punctual and responsible attitude toward their work schedule is essential. A clean neat appearance in the proper uniform is a must. If you are a well organized person, can follow checklists, and can

empathize with a take-out guest and their particular needs, you will do well in this position. If you are a more creative type with a “space cadet” attitude you will not be happy in this position.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following. Other duties may be assigned.

Learn the operation of the P-O-S system.

Beginning with the opening shift the station must be setup for the days activities, by checking the inventory for the proper amount of bags, corn sticks, cups & lids, straws, PC salt & pepper, sauce, coleslaw, ice, etc. Setup of the soda and ice tea dispensers as required. As a Take-Out cashier, you will be responsible for making proper change, taking credit card orders and processing them safely and securely.

Walk-In Take-Out Orders: Greet customers, take the order carefully to avoid mistakes, record the name and have the customer make payment prior when the order is placed into the POS system and before sending the order to the kitchen. The cashier then places the order in the incoming box. Prepare a bag for the order, take the ticket back and call for additional sandwiches, fries, or garlic bread. Package the food together keeping the cold food separate from the hot, and call the customer for pickup. Thank the customer and invite them back. File settled tickets for later review by managers.

Telephone Take-Out Orders: Identify the store and location clearly and pleasantly, followed with your first name. (“Thank you for calling Shorty’s, how may we help you?”) Take the order carefully, starting with the name and telephone number and what time the customer will be picking up the order. Enter the order in the P-O-S system. When the order is ready, including any additional food, package it properly, hot with hot and cold with cold, leaving the fries and slaw out until the customer arrives. Make sure the customer pays for the order.

For other telephone calls they should be treated as follows: Large orders or catering orders are referred to the managers or the catering office. Calls for the managers or employees must be handled in a professional manner and the caller should be identified and a message taken if the person is unavailable. Calls for employees should be minimal and messages taken throughout the day.

When the take out area is staffed with several employees the work should be divided in an organized manner. Post the servers orders prior to the customer receiving the check if applicable to the operation.

For closing duties the station must be cleaned and organized by returning supplies to their proper storage areas. All server pagers must be recorded and returned. When the area is being closed at night take out personnel must restock all the supplies, clean the soda dispenser, clean the refrigerator, clean all the counters, and empty the garbage cans. The area should be swept clean.

SUPERVISORY RESPONSIBILITIES

This job has no supervisory responsibilities.

Cashier

SHORTY'S BAR-B-Q

Job Description

Job Title: CASHIER

Reports To: GENERAL MANAGER/RESTAURANT MANAGER

FLSA Status: NON-EXEMPT

Pay Information Hourly Wage

Overtime paid as earned.

Hours Required: 40 hour week is available

Part-time scheduling is available. Weekend and night shifts are required. On-call schedules will be rotated fairly

SUMMARY

The cashier position conducts customer transactions as the customers are leaving, serve as last point of contact with departing customers, and greet/seat customers when the host is not available. This position requires a friendly personality with a calm and organized disposition. A punctual and responsible attitude toward their work schedule is essential. A clean neat appearance in the proper uniform is a must.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following. Other duties may be assigned by Managers.

Learn the operation of the P-O-S system.

At beginning of the shift count the register bank and report any overages or shortages, also exchange any necessary change for the shift do not wait until it is too busy.

Service checks making sure of proper server number and customer count. If corrections are needed, a supervisor must be notified. Verify each check for accuracy, all items served by the server must be posted. When customer pays with cash, set money aside until the correct change is counted back to avoid any confusion. Be friendly and professional in dealing with our guests, inquire if they enjoyed everything and invite the back. If the guest is not satisfied ask if they would like to speak to a manager. Be observant of the dining room, alert the manager to any potential problems when you first observe them. Observe customers and notify servers if a guest needs attention. Separate employee checks, discounts, comp checks, void checks, and take-out checks. Any special checks should be separated also.

At closing the station needs to be cleaned and organized, with tenured checks turned in to the manager. The register bank must be verified and the deposit made, if the shift does not balance assist the manager in finding out the reason.

Host

Job Title: HOST/HOSTESS

Reports To: GENERAL MANAGER/RESTAURANT MANAGER/HEAD SERVER

FLSA Status: NON-EXEMPT

Pay Information Hourly Wage
Overtime paid as earned.

Hours Required: 40 hour week is available

Part-time scheduling is available. Weekend and night shifts are required. On-call schedules will be rotated fairly

SUMMARY

This position will generally be the customer's first contact with Shorty's BBQ. It has to be a favorable one to ensure a positive first impression. This position's main objective is to seat parties in the dining room with regard to party size, customer preferences, and table availability. It is essential that these objectives are met to have a uniformly high turnover of seating in the dining room. A punctual responsible attitude toward the work is essential. The employee must be capable of working well with others in a quick and efficient manner. A pleasant organized disposition, along with a clean neat appearance in the proper uniform is a must.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following. Other duties may be assigned by Managers.

The proper greeting when guest's arrive is: a smile and "Hello, welcome to Shorty's Bar-B-Que".

Inquire if guests are eating in or taking out. If they using takeout direct them to that area. Be sure guests are wearing shirt and shoes. If any customers appear intoxicated discretely check with the manager before seating. Determine the number in each party and make sure all are present before seating. Keep the entrance/exit area clear and organized.

Observe the dining room and know the condition of each station. Do not seat any parties until the table is ready and cleaned. Maintain a count of the parties in line, because of the long table style seating the host/hostess will have to know how many large parties are waiting and seat them accordingly. Before leaving the door with a party the host/hostess should know exactly where they are going to avoid any confusion.

If a lone diner enters, seat the individual on the long table in order to avoid tying up a booth during the busy times. The same holds true for seating small parties in large booth's at busy times.

At various times one station will empty at once. Servicing the whole station at once is very difficult for the serving staff, avoid this situation if possible, but when it is necessary

explain to the guests that there will be a short wait for service. Assist the bus person by directing them to the tables that need cleaning, should a problem arise with proper bussing of the tables inform the manager immediately. If for any reason the dining room becomes difficult to control call the manager before the situation becomes serious.

Shorty's reputation is built upon great food and great service, the host/hostess must convey that at all times. When guests are leaving smile and thank them for coming, and to please come again.

SUPERVISORY RESPONSIBILITIES

This job has no supervisory responsibilities.

Bus Person

Job Title: BUS PERSON

Reports To: GENERAL MANAGER/RESTAURANT MANAGER/HEAD SERVER

FLSA Status: NON-EXEMPT

Pay Information Hourly Wage
Overtime paid as earned.

Hours Required: 40 hour week is available

Part-time scheduling is available. Weekend and night shifts are required. On-call schedules will be rotated fairly.

SUMMARY

This position is critical to the turnover of the dining room, especially during peak periods. It is essential that the bus person be sensitive to customer needs and management requirements. As a key position in the dining room the bus person must be able capable of working quickly and efficiently in busy conditions. Proper bussing of the tables and station maintenance will eliminate waste and breakage of the service ware. This position requires a friendly personality with a calm and organized disposition, along with a clean neat appearance in the proper uniform.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following. Other duties may be assigned by Managers.

Employee must observe the dining room and work where needed, or where directed by the person in charge. If no tables require bussing or no bus pans need emptying, the busser should assist the wait staff, dishwasher, or sweep the dining room; there is enough work to keep a busser busy at all times.

Any one station should not be favored over another, all stations must be evenly worked throughout the dining room. The tables must be bussed with consideration for the dishwasher station. All tumblers must be stacked together. Flatware shall be collected in one spot. Plates should be stacked in a manner that does not take up a lot of room. Garbage must be kept in one area of bus pan. Do not overload the pan. Each tables is wiped down, sanitized and condiments are arranged in proper table order. Any baby chairs are to be returned to their proper storage space, wiped down and sanitized. Sauce

jars are returned to the sauce drop-off to be sanitized and refilled. Any tip or check payment money left on the table should not be handled, however when this cannot be avoided secure it under a condiment container to avoid any loss.

The bussing crew is responsible for the cleanliness of the restrooms, stocking paper and soap dispensers as need, moping floors, cleaning up and tidying the restrooms on an hourly basis. Bussers help restock any dining room supplies that are required, (i.e. ice, straws, napkins, cups, etc.). (At a great expense we have purchased the most up-to-date ice delivery system on the market. This system makes it much easier to move ice around the restaurant. This system also eliminates much of the heavy lifting that is usually associated with the position.)

The person-in-charge may be directing the dining room, it is important to listen and work with them. At closing the entire dining room floor must be thoroughly swept and cleaned and all chairs placed on top of their corresponding tables, ready for the night cleaning crew.

Dishwasher

Job Title: DISH/POT WASHER

Reports To: GENERAL MANAGER/RESTAURANT MANAGER

FLSA Status: NON-EXEMPT

Pay Information Hourly Wage
Overtime paid as earned.

Hours Required: 40 hour week is available

Part-time scheduling is available. Weekend and night shifts are required. On-call schedules will be rotated fairly

SUMMARY

To insure the high standards of Shorty's fast service and good food, it is essential that all utensils and small wares are properly sanitized and stocked throughout the days activities. This position requires a friendly personality with a calm and organized disposition. A punctual and responsible attitude toward their work schedule is essential. A clean neat appearance in the proper uniform is a must. This is a position that does not require a lot of speaking and might be attractive to someone that is not completely versed in the English Language.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following. Other duties may be assigned by Managers.

Prepare work area as instructed, check with management upon arrival for any special duties or instructions.

Wash and fill sinks, inspect and test sanitizer for proper temperature or chemical mix, and set up dishwasher properly. Wash and sanitize equipment as needed while working in a safe and conscientious manner.

Garbage and cardboard must be taken out prior to kitchen closing, check with management for the established times.

This position may be required to produce some or all of the following on a daily basis: Ice tea, BBQ Sauce, Salads, and Onion Rings etc.

This position maybe involved with the stocking of French Fries, Corn, Ice, Soda, and Beer kegs.

Other responsibilities will include maintaining the parking lot and exterior garbage containers, keeping the dumpster area neat and organized, and stocking the restroom supplies.