



**Job Title:** Crew Member

**Reports to (title):** Restaurant Mgr.

**Job Grade:**

### **Job Summary:**

Crew Members are responsible for executing to the Dunkin' Donuts' operational standards. Responsible for working as part of a team to meet the needs of our Guests while providing a hospitable environment.

### **Principal Responsibilities and Key Activities:**

#### **Ensures a Satisfactory Guest Experience:**

- > Holds the Guest as their most important priority at all times
- > Handles high pressure situations calmly
- > Is able to resolve customer concerns utilizing LAST with respect and a sense of urgency
- > Understands all hospitality standards and holds self accountable for them
- > Completes all required Xpert training
- > Contributes to inside and outside cleanliness standards
- > Acknowledges all Guests and is highly responsive to needs and special requests
- > Communicates Guest feedback to restaurant management
- > Educates Guests on product line and added value available to them
- > Adheres to all uniform and grooming standards
- > Communicates in English and seeks assistance to improve communication skills
- > Actively participates in meeting all cleanliness, safety and sanitation standards

#### **Drives for Results:**

- > Takes accountability for understanding all in store marketing promotions
- > Executes new product rollouts including selling to Guests and product execution
- > Brings product issues to the attention of restaurant management
- > Utilizes suggestive selling appropriately
- > Ensures orders are entered in the POS system accurately
- > Acts quickly to solve problems in area of responsibility
- > Makes all products to standard exactly as the Guest has ordered them
- > Utilizes cash control procedures to minimize cash loss
- > Provides feedback and suggestions to improve restaurant performance
- > Understands and complies with all procedures and policies
- > Participates in action plans to address issues and opportunities
- > Seeks to understand goals and results and how they personally contribute to them
- > Adheres to all policies and procedures

#### **Works with other Team Members:**

- > Treats people fairly and with respect
- > Assists in training and coaching of new Crew Members
- > Recognizes other team members for team contributions
- > Executes team service
- > Actively learns and takes on new assignments and responsibilities
- > Is accountable for their behavior and performance
- > Shows up for work as scheduled and is ready to work on time
- > Stays focused on the Guest and accomplishes all work assignments with excellence
- > Responds positively to coaching and direction given

#### **Flexible and Adaptable:**

- > Ensures restaurant management is aware of work availability in advance
- > Is flexible with work schedule as business needs change including taking breaks



## Minimum Qualifications

### Skills

- > Speaks/Reads English
- > Can take spoken orders from Guests
- > Can count money and make change
- > Can operate restaurant equipment

### Other

- > At least 18 years of age (where applicable)
- > Outgoing personality

### Critical Relationships:

- > Reports to Restaurant Manager / Manager on Duty
- > May be coached by Assistant Manager/ Shift Leader

### Potential Career Path Next Steps:

- > Shift Leader
- > Assistant Manager

## Expected Behaviors

### Ensures a Satisfactory Guest Experience:

Takes pride in serving the Guest with passionate service and a smile. Executes all job assignments with excellence and takes accountability for understanding and achieving hospitality standards.

- \_\_\_ Anticipates Guest needs and goes above and beyond to satisfy special requests
- \_\_\_ Responds quickly to all concerns and feedback with composure

### Drives for Results:

Takes pride in accomplishments for self and restaurant rather than simply completing the tasks. Understands the importance of taking accountability and executes against standards. Works to solve problems in area of responsibility and is comfortable asking questions for clarification.

- \_\_\_ Seeks feedback from others and responds positively to coaching
- \_\_\_ Provides feedback and recommendations that improve performance
- \_\_\_ Embraces learning for continuous improvement
- \_\_\_ Follows through on commitments

### Works with other Team Members:

Understands the importance of teamwork and treats all team members with respect. Is enthusiastic and enjoys working in a fun environment. Recognizes team members for their efforts and cooperation.

- \_\_\_ Embraces learning and readily adapts to change
- \_\_\_ Participates in training and coaching new Crew Members
- \_\_\_ Understands performance expectations and demonstrates accountability
- \_\_\_ Puts team goals ahead of individual priorities

### Flexible and Adaptable:

Enjoys new and exciting challenges in a fast-paced environment. Demonstrates a positive attitude when facing change. Readily shifts work focus when business needs change.

- \_\_\_ Learns quickly and is able to apply information and change behavior
- \_\_\_ Understands the need for work schedule to change to meet business needs

Approved: \_\_\_\_\_

Approved:

Name Title Date



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