Kane St. Smokehouse

Team Member Role Description

Operational Standards & Servant-Leadership

ROLE OVERVIEW

Position Title: Team Member

Reports to: Shift Lead & Restaurant Manager

Availability Options: Full-time (40+ hours), Part-time with benefits (16+ hours), or Part-time (15 or less hours)

Compensation: Hourly + Tips (Overtime eligible when applicable)

Certifications: Food Handler/Manager preferred but not required

OUR VISION, MISSION & #1 CORE VALUES

Vision

To make quality barbeque readily available to the entire Appalachian region and beyond.

Mission

To **SERVE** quality barbeque by **HONORING** tradition, while **CARING** for customers by **CREATING** an atmosphere of hospitality.

Our #1 Core Values

(All values are #1 because they are all equally important.)

- **#1 Be the example, not the problem**
- **#1 Stewardship - take care of stuff**
- **#1 Intentionality - be mindful of the small things**
- **#1 Customer Experience - make each customer's day brighter**
- **#1 No drama llama**
- **#1 A clean kitchen is a happy kitchen**
- **#1 Love discipline and correction (Proverbs 12:1)**
- **#1 Apply knowledge**
- **#1 Love your neighbor - take care of each other**
- **#1 Inspect what you expect**

These values guide everything we do - how we serve, how we work, and how we treat each other.

WHO WE'RE LOONING FOR

Team Members at Kane St. Smokehouse play a key role in delivering high quality food, excellent service, and a clean, welcoming environment. This role supports **front kitchen**, **back kitchen**, **food prep**, **dishwashing**, **cashier**, and **dining room** operations. Team Members are expected to work with urgency, take initiative, follow food safety standards, and contribute to a positive team culture.

CORE RESPONSIBILITIES

Front Kitchen / Food Service

- Organize tickets by order time and assemble plates accurately and quickly
- Ensure all food is served at proper temperatures
- Follow glove use and hygiene procedures
- Keep prep tables, steam tables, and serving areas clean and stocked
- Follow FIFO for all food items
- Communicate when items are running low
- Help teammates when able and take initiative without being asked

Cashier / Dining Room / Customer Service

- Greet every customer with a smile and positive attitude
- Take accurate orders and assist customers as needed
- Keep checkout area clean, stocked, and organized
- Check on customers after food delivery
- Bus tables, wipe surfaces, and reset dining areas
- Maintain beverage, utensil, and to-go stations
- Keep restrooms clean and stocked
- Assist with carrying out large orders when needed

Back Kitchen / Food Prep / Dish Station

- Prepare food according to recipes and quality standards
- Measure and portion ingredients accurately
- Label and store food properly (name + prep date)
- Maintain strict food safety and cross contamination standards
- Wash dishes and equipment thoroughly and safely
- Keep prep areas, warmers, and storage areas clean and stocked
- Communicate with front kitchen to maintain smooth service
- Clean as you go and take initiative without being asked

Cleanliness and Organizational Standards (CLEAN AS YOU GO!)

- Keep all work areas clean, sanitized, and organized
- Sweep and mop as needed and at end of shift
- Clean spills immediately
- Maintain clean trash areas and dispose of trash properly
- Follow all opening, shift, and closing cleaning procedures
- Take responsibility for your area - if you see it, clean it

TEAMWORK & CULTURE EXPECTATIONS

- Work cooperatively with all team members
- Maintain a positive attitude and strong work ethic
- Communicate clearly and respectfully
- Be reliable, punctual, and ready to work
- Follow directions from Shift Leads and Management
- Step in to help other stations when needed
- Take pride in your work and contribute to a strong team environment
- Live out our #1 Core Values every shift

WORKPLACE STANDARDS

- No phone use when customers are present or in the kitchen (not tolerated)
- Maintain professional appearance and follow dress code
- Follow all health department and safety regulations
- Stay focused, work with urgency, and pay attention to detail
- Treat all guests and team members with respect

PERFORMANCE EXPECTATIONS

- Deliver accurate, timely service
- Maintain high standards of food quality and presentation
- Keep work areas clean and inspection ready
- Show initiative and willingness to learn
- Report issues promptly
- Contribute positively to restaurant culture and performance

QUALIFICATIONS

- Restaurant experience preferred but not required

- Basic understanding of food safety (or willingness to learn)
- Ability to multitask in a fast-paced environment
- Strong communication and problem-solving skills
- Ability to follow directions and work independently
- Dependable attendance and punctuality (We do not tolerate unnecessary call ins)

Physical Requirements

- Stand and walk for extended periods
- Lift and carry up to 30 lbs.
- Work in hot, cold, and fast paced environments
- Bend, reach, twist, and perform repetitive motions
- Safely use kitchen equipment and cleaning tools

Acknowledgment

I understand the responsibilities and expectations of the **Team Member** role at Kane St. Smokehouse. I agree to perform these duties to the best of my ability and understand that failure to meet these standards may result in disciplinary action, up to termination.

Employee Signature: _____ Date: _____

Manager Signature: _____