



HOH Support Job Description & Responsibilities

Reports to Heart of House Management

Lone Star Standards

- ★ Support and help enforce all company policies and procedures.
- ★ Maintain and demonstrate high standards concerning personal hygiene and sanitation.
- ★ Report any conflicts and/or confrontations among staff members to management.
- ★ Comply fully with Lone Star Texas Grill Policies and Procedures Dress Code with regards to uniform, jewellery, etc.
- ★ Report any equipment needing repairs and/or maintenance immediately to management.
- ★ Sign in and out with Manager/Shift Leader.

Responsibilities

- ★ Arrive to work on time and in proper uniform (Clean and neat), well groomed and in compliance with Lone Star appearance standards (Hair, footwear, PPE, Jewelry, etc.)
- ★ Maintain a clean and well-presented station, cleaning as you go
- ★ Perform all opening/closing and ongoing duties as instructed by management on duty
- ★ Perform the job adhering to the Employment Standards Act, Health and Safety Act, WHMIS, and other food safety regulations
- ★ Assist in the training and development of new employees and utilize all training materials
- ★ Demonstrate the ability to work under pressure at high volume times
- ★ Be a team player and keep a positive/upbeat attitude during peak times
- ★ Attend scheduled employee meetings
- ★ Have knowledge and ability to utilize all kitchen equipment properly and safely, including the use of knives, the dish washing machine, the tortilla machine and any PPE required
- ★ Be aware of and how to safely handle any chemicals they are used to help maintain the sanitation and upkeep of the restaurant
- ★ Work well with people of different backgrounds, experience levels and personalities
- ★ Assist fellow staff members in their responsibilities/duties and help ensure that a "team" effort is always put forth.

Basic Requirements

- ★ Bend at the waist and lift items up to 30lbs to waist level
- ★ Move items up to 30lbs for distance of up to 25 feet
- ★ Remain standing and active for an 8-10hour shift
- ★ Hear and respond to crew members' and guests' requests in a loud environment
- ★ Able to speak, write and read English and perform simple math calculations