

JOB DESCRIPTION

Team Member

As a Mad Radish Team Member, you work as part of a team in a Mad Radish store and assume several roles. Your responsibilities include meeting and greeting customers, taking and preparing orders, answering questions about the menu and ingredients and providing amazing customer service as well as maintaining a clean work environment. To add a bit of spice to your routine, your specific job duties vary day-to-day.

Key Responsibilities

- Contributing to team effort by proactively assisting colleagues when necessary
- Carrying out tasks as set by store manager
- Protecting the establishment and customers by adhering to H&S and food handling regulations
- Carrying out cleaning procedures throughout shift and when closing as directed by supervisor
- Preparing and serving food items on menu following guidelines in How To Cards efficiently and accurately
- Demonstrating knowledge of portions and weights for menu items
- Staying updated on current menu and ingredients
- Promptly addressing customer service issues and referring customers to management when necessary
- Adhering to all personal behaviours as listed in The Greenhouse
- Having in-depth knowledge of our menu and assisting customers with questions
- Following customer service commandments

Behaviours

People Customers first. Employee centric	Performance High standards. Be ready.	Passion Take pride. Strive for better.	Perseverance Overcoming obstacles. Always learning.
Promotes teamwork Strives to build relationships	Performs well under pressure Pays attention to details Able to multitask	Has a positive attitude Demonstrates enthusiasm for learning	Responds positively to feedback Seeks advice and support when necessary