



Hourly Team Member Job Description

Title: Hourly Team Member
Department: Operations
Reports To: General Manager

PURPOSE OF POSITION:

Sharing Our Passion One Sandwich at a Time: Accomplishing the Capriotti's mission begins and ends with you. You are the face of the company and will provide Uncompromising Standards of Quality and Service by ensuring Hot food is always served hot, cold food cold, all food fresh, in a clean environment, in full uniform with a smile.

JOB SKILLS AND REQUIREMENTS

- Customer Service Skills: You will often be speaking directly to the customer. Good listening skills, speaking and communicating calmly, effectively and in a friendly manner, and patience will serve you well.
- Uphold a professional appearance within dress code guidelines
- Basic Mathematics: Some hourly positions require that you handle money for customers and taking stock of supplies. The ability to add and subtract quickly is necessary.
- Time Management Skills: Our shops get busy quickly. Great time management will help you avoid burning our product, order errors and avoid accidents.
- Stamina: You often stand for long periods of time and may be required to lift object that weight up to 50 lbs.
- Flexibility: You might be asked to work nights, weekends and extended hours. Having a flexible schedule is key.
- Team work: You will need to work with your team to create a great experience for our customers. A great team provides a great work environment.
- Must adhere to Capriotti's high standard of food quality and recipes.
- Complete all training programs assigned to the specific duty. This is a requirement and is ongoing throughout the duration of your employment.



Core Focus:

To share our passion, one sandwich at a time.

Core Values:

1. **Passion** – Be the Best
2. **Family** – Care about people
3. **Integrity** – Walk the Talk
4. **Profitability** – Everyone Wins
5. **Genuineness** – 100% Real