



TIM HORTONS RESTAURANT TEAM WORKER

Tim Hortons in Kenora, Ontario operated by AKU Coffee Ltd. and Tim Hortons in Fort Frances, Ontario is currently looking for Full-time Front House Team workers with open availability.

Number of Vacancies: 5 in Kenora and 3 in Fort Frances

NOC Code: 65201

TEER 5

Primary Language: English , **Secondary Language:** French an Asset

Job Type and Salary: Full-time, Permanent, Wage - \$17.95 /hour

Start Date: As soon as possible

Job Description:

Tim Hortons Restaurant Team Workers prepare, heat and finish cooking simple food items and serve customers at food counters. Kitchen helpers, food service helpers and dishwashers' clear tables, clean kitchen areas, wash dishes, and perform various other activities to assist workers who prepare or serve food and beverages.

The duties and responsibilities include, but are not limited to:

Hospitality & Guest Service

- Provides important visual cues for guests that make a positive first impression E.g., wearing proper career wear that is clean and neatly pressed, maintaining a clean parking lot/exterior and a clean and inviting dining room

- Follows the guaranteed Always Fresh procedure to ensure coffee and products are always fresh and always accurate
- Delivers consistent and outstanding guest service through friendly attitude, attentive behavior and strong product knowledge
- Enhances the guest experience by following the S.E.T. Principles: Smile, Eye Contact, Thank You
- Uses proper procedures to ensure the accuracy of every order for every guest E.g., repeating guest's order when it is presented to them, using H.O.T.R.O.D.S. at drive-thru and marking hot beverage lids
- Ensures every guest receives a prompt and warm greeting within 5 seconds at front counter and drive-thru
- Maintains speed of service targets by working efficiently with a sense of urgency to fill orders and meet guests' needs
- Promptly executes service recovery for any guest concerns or complaints by making it right with the guest, regardless of involvement in the issue
- Listens carefully to guests and apologizes for the experience in the case of a complaint

Restaurant Operations

- Follows all Operations standards and guidelines for preparation of products according to training and instructional materials provided
- Prepares all products as required, following the order monitor to ensure the accuracy of every order
- Communicates showcase and product needs to ensure proper product availability for guests
- Regularly takes temperatures of the required products and records in the Time & Temperature Log
- Help in Back of House as a Kitchen helper to the production team
- Track Baked goods, merchandise and help in preparation of it accordingly
- Ensure proper food preparation by utilizing approved recipes, following prescribed production standards and use of proper equipment
- Monitors fridge and freezer product inventory and assists the management in Ordering/purchasing.
- Oversee sales and merchandising of baked goods. Prepares all products as required, minimizing food waste through the production of smaller quantities of food more often throughout the day; records prepared items and waste on the production sheet
- Draw up production schedule to determine type and quantity of goods to produce. Receives and responds to showcase and product needs from the Restaurant Front
- Regularly takes temperatures of the required products, fridges and freezers and records information in the Time & Temperature Log
- Follows all restaurant policies, procedures and standards

- Supports a clean environment that is ready for rush periods and time-sensitive requests through regular clean up, organization and stocking of the kitchen

Policies & Procedures

- Follows all restaurant policies, procedures and standards
- Maintains the front counter and drive thru area by keeping it clean, organized, stocked and ready for rush periods in the restaurant
- Follows proper hand washing techniques and all sanitation guidelines; completes all sanitation tasks as outlined by the Restaurant Manager or Restaurant Owner

Health & Safety

- Works in compliance with occupational health and safety legislation
- Knows, understands and follows safe work practices and procedures
- Uses or wears personal protective equipment or clothing as required
- Reports all injuries/illnesses, accidents, unsafe conditions, security incidents and any contravention of health and safety legislation, policies and procedures to the Restaurant Manager or Restaurant Owner
- Does not operate any equipment, machine, device or thing, or otherwise work in a manner that will endanger anyone

As a qualified candidate, you fulfill on the following criteria:

- Completion of High school diploma is preferred.
- 1 year to 2-year similar or customer service experience is preferred but not required
- Demonstrate a passion and energy for guest service and creating friendly, fast, and exceptional guest experiences
- Enjoy working with a successful team in a safe environment
- Have a strong work ethic and are committed to your team, ensuring a clean and organized environment that exceed our guests' expectations
- Has a presentation level that is consistent with providing an exceptional guest experience
- Reliability and ability to work flexible hours.
- Strong communication and interpersonal skills

Physical Demands:

- ❖ Walking and standing for long periods of time
- ❖ Is able to lift and carry up to 20 kg / 45 lbs
- ❖ Operate large and heavy equipment
- ❖ Receive large deliveries up to twice weekly
- ❖ Transition between cold (e.g. freezer) and hot (e.g. oven) working environments
- ❖ Ability to distinguish between colours.

As part of our team we offer you:

- ❖ Comprehensive training
- ❖ Comprehensive Medical & Dental Benefit Program where company shares minimum of 50 percent of monthly premium with eligible candidates
- ❖ Incentive, recognition, & staff food discount programs
- ❖ Advancement opportunities
- ❖ Free uniforms
- ❖ Community involvement

How to Apply

Send your resume to akucoffee@outlook.com

In Person

1344 Highway 17 East, Kenora, ON P9N 4B5

714 Lakeview Drive, Kenora, ON P9N 3P7

525 Kings Hwy, Fort Frances, ON P9A 2S9

If you have any questions or queries, please feel free to contact

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