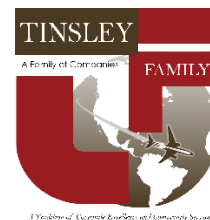


Job Title: Team Member

Location: KFC Express



Objective:

As a Team Member, you play a key role in delivering excellent customer experiences by completing sales transactions, assisting in food preparation, maintaining cleanliness, and supporting stock and display areas. This role is non-exempt and typically reports to the Store Manager.

Essential Functions:

- **Customer Transactions:** Operate a cash register to process payments accurately, handle cash and credit transactions, provide correct change, and follow customer service and cash handling policies.
- **Product Knowledge:** Maintain a solid understanding of products and services available, answering customer inquiries as needed.
- **Work Area Maintenance:** Clean and stock your station throughout the shift to ensure a tidy and welcoming environment.
- **Transaction Accuracy:** Assist in reconciling and verifying transactions, using relevant equipment for data processing.
- **Food Preparation:** Prepare food items using diverse methods, adhering to recipe procedures, and maintaining high standards of food quality, consistency, and presentation.
- **Sanitation:** Follow safety and sanitation procedures at all times, ensuring the cleanliness of your work area and kitchen.
- **Quality Assurance:** Communicate ticket times and any issues to the QA, manager, and servers as necessary, ensuring a smooth workflow.
- **Station Setup and Breakdown:** Complete assigned prep work, set up stations as needed, and break down/clean stations at the end of the shift.
- **Product Rotation and Stocking:** Ensure proper rotation of food products and maintain stock levels to meet par.
- **Team Collaboration:** Foster positive working relationships with team members to maintain a supportive and productive work environment.
- **Brand Representation:** Uphold a favorable image of KFC, demonstrating professionalism and hospitality to all guests.

Qualifications:

- **Experience:** Cash handling and customer service experience preferred.
- **Communication Skills:** Friendly, enthusiastic, and outgoing; able to converse comfortably with customers and coworkers.
- **Physical Requirements:** Ability to bend, twist, and stand during the shift; able to lift/push items over 10 lbs.
- **Language Skills:** Ability to speak, read, and understand instructions, policies, and short correspondence.

If you're a team-oriented individual with a passion for customer service, join us to bring positive dining experiences to every KFC guest!