



JOB DESCRIPTION:
TEAM CAPTAIN

CLASSIFICATION: Non-Exempt
SUPERVISED BY: Managers and General Manager

Summary/Objective: *“Doing business with integrity while serving our guests exceptionally.”*

The Team Captain is an opportunity to sharpen communication skills, grow knowledge and develop leadership skills for the potential to grow within Fresquez. Your responsibilities will be upholding standards, upholding values, achieving satisfaction of internal/external guests through safety, sanitation and cultural temperature checks. Captains will work directly with all restaurant staff, managers and the GM.

Our Team Captains play an important role, as it is their responsibility to uphold safety and sanitation standards in our restaurants. This is done by holding monthly safety, sanitation and cultural check meetings to ensure Fresquez is a go-to place for all internal/external guests to know their safety is top priority, thus ensuring that everyone will have the best experience possible. The cultural check is to impact feedback from our team through ensuring inquiry goals through Paycom, surveys, etc. are achieved.

Essential Functions:

- Supports the company mission and values and embodies the culture of the organization.
 - Performs the tasks required of his/her position as noted in position job description.
 - Promotes food safety by practicing and helping to enforce proper sanitation, health, and personal hygiene standards.
 - Performs weekly health inspection.
 - Acts as a role model for all restaurant employees by following proper procedures for all tasks while practicing and helping to enforce proper safety and sanitation procedures while maintaining a positive attitude.
 - Supports the restaurant management team in all step downs of feedback.
 - Maintains an open line of communication with the restaurant management team.
 - May assist in the development and facilitation of related developmental activities needed to support operational objectives.
 - Identifies areas of operational opportunity for continuous improvement.
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Skills and Qualifications:

Organization, Attention to Detail, Thoroughness, Excellent Verbal Communication and Presentation Skills, Ethical Conduct, High Integrity, Time Management, Personal Responsibility and Initiative, Creativity, Safety and Sanitation Conscious

**General Requirements:**

- Effective organizational and time management skills; able to manage multiple priorities and quickly prioritize tasks.
 - Food safety driven.
 - Strong knowledge and understanding of company standards, processes and procedures.
 - Ability to be creative and innovative in instructional skills using multiple delivery methods to optimize learning and feedback.
 - Excellent listening skills.
 - Effective interpersonal communication and interpersonal skills with all levels of staff within the organization, including guests and visitors.
 - Team Player – Ability to act in a collaborative manner which contributes to creating an environment of respect and professionalism displayed at all times toward management, co-workers, guests, clients, and vendors.
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Work Environment:

With the different personalities within every restaurant there are times that feedback is key to engage the team in a highly effective and culturally motivated communication. Getting the feedback is key to grow each restaurant and Fresquez.

Position Type and Expected Hours of Work:

This is an hourly position. Scheduled hours vary by restaurant needs, including necessary adjustments during high and low seasonal changes.

Required Experience and Skills:

In position at least 90 days.

Received a rating of “3” or higher on last/most recent performance evaluation.

Average rating of “3” or higher by GM on Assessment.

No corrective actions on file in the previous 90 day period immediately prior to applying for positions.

Knowledge and understanding of relevant food safety and sanitation laws, principles, procedures, and practices.

Language Ability:

Ability to communicate information and respond to questions from management and team members clearly and effectively.



EEO Statement:

Fresquez, Inc., Fresquez Concessions, Inc., NM Restaurant Investors, and LF Operations, LLC is an equal opportunity employer. It is our policy not to discriminate against any Employee or Applicant. All qualified applicants will receive consideration for employment without regard to race, religion, color, national origin, sex, age, status as a protected veteran, among other things, or status as a qualified individual with a disability. The policy of nondiscrimination in employment includes but is not limited to: recruitment, hiring, placement, promotion, transfer, employment advertising or solicitations, compensation, layoff or termination of employment.