

Front of House (FOH) Team Member Job Description – TACOBAR MEXICAN TASTE + DRINKS

Position Overview: As a Front of House Team Member at Tacobar, you are responsible for providing exceptional customer service and ensuring a positive dining experience for our guests. You will work closely with the FOH team & FOH Team Leader to deliver high-quality food and beverages while upholding Tacobar's standards of cleanliness, efficiency, and customer satisfaction.

Key Responsibilities:

1. Customer Service:

- Greet customers warmly and engage with them in a friendly and professional manner.
- Assist customers in placing orders and provide recommendations on menu items.
- Ensure timely delivery of food and beverages to tables and address any customer inquiries or concerns promptly.
- Promote store programs and promotions to increase customer loyalty and satisfaction.

2. Operational Support:

- Maintain cleanliness and organization of dining areas, including tables, chairs, and service stations.
- Set up and break down dining areas before and after service periods.
- Assist in cashiering duties, including processing payments accurately and efficiently.
- Taking phone orders and assisting customers with questions they may have.

3. Team Collaboration:

- Work collaboratively with FOH and kitchen staff to ensure smooth operations and efficient service.
- Communicate effectively with team members to coordinate tasks and provide support during peak hours.
- Foster a positive work environment by demonstrating teamwork and willingness to assist others.

4. Adherence to Standards:

- Follow Tacobar's policies and procedures, including food safety regulations and hygiene standards.
- Adhere to opening and closing procedures as outlined by management.
- Uphold a professional appearance and demeanor while representing Tacobar to customers.

Qualifications:

- Previous experience in a customer service or restaurant environment is preferred but not required.
- Strong interpersonal skills with the ability to communicate effectively with customers and team members.

- Ability to work in a fast-paced environment and multitask effectively.
- Flexibility to work evenings, weekends, and holidays as needed.
- Genuine Smile

Physical Requirements:

- Ability to stand and walk for extended periods.
- Lift and carry trays of food and beverages weighing up to 25 pounds.
- Bend, stoop, and reach to perform cleaning and stocking tasks.

Benefits:

- Competitive hourly wages with opportunities for advancement.
- Employee Tip Share
- Employee discounts on food and beverages.
- Training and development opportunities to enhance skills and grow within the company.

Conclusion:

Join our team at Tacobar and contribute to delivering exceptional dining experiences to our customers. If you are passionate about customer service and thrive in a dynamic environment, we invite you to apply for the Front of House Team Member position.