

Food Truck/Service Staff

Position Overview:

As a member of our service staff, you will be in charge of maintaining our FPBC standards with regards to food, safety, and quality. As part of our day-to-day service team, you will be expected to greet customers with a “Fat Pants Friendly” philosophy and demeanor; familiarize yourself with the food menu; take customers’ food orders. You may be responsible for finishing/ garnishing and sometimes plating food as it comes out of the kitchen, and are tasked with ensuring orders are correct before being served to the guests.

Cleanliness, timeliness, preparedness for high volume orders, and attention to detail are integral to performing well in this position; in addition to an unparalleled commitment to excellent customer service.

Service Staff Duties and Responsibilities:

- Ensure customers receive the best possible customer service
- Maintain acceptable ticket times by working with the kitchen to get order out in a timely manner
- Create and maintain a culture where teammates have the opportunity to learn and grow
- Ensure the food truck/service area is clean, organized, and well stocked
- Ensure equipment is properly maintained and in good condition; clean and sanitize after use
- Monitor food waste, inventory levels, and resolve any food quality or safety issue
- Clear understanding of operating procedures, recipes, and restaurant handbook
- Effectively communicate with teammates
- Collects glassware, wipes tables and chairs, and replaces garbage as necessary
- Replenishes or breaks down stations at the end of shift or business day
- Reads recipes and/or product directions
- Maintains a collected and “ready to help” demeanor in front of guests
- Responsible for cash handling
- Assists in the preparation of hot and/or cold foods, and properly stores food, utilizing knowledge of temperature requirements and spoilage.
- May taste test products from time to time
- Sets up stations at the beginning of shift or during shift change over

- Provides general stocking duties in service area and replenishes dry goods as needed
- May be responsible for brewing coffee and tea
- Reports all accidents and injuries in a timely manner
- Participates in regular safety meetings, safety training and performance assessments

Job Requirements:

Minimum

- Able to stand for long periods of time and work in fast-paced environment
- Full-time or part-time availability with a flexible schedule
- Positive/optimistic attitude and a passion for people and food

Preferred

- Serving experience
- Customer service experience

Per Fat Pants Brewing Co.'s Full Time Employee Qualification Policy:

Employees that average more than 30 hours per week or 120 hours per calendar month are eligible for the following benefits:

14 Days of Paid Time Off (non-rollover eligible, renews every calendar year)

Company subsidized health insurance

Vision, Dental insurance

Annual performance reviews and merit increase eligibility