Business Name: Barberitos Atlanta

Business Address: Buckhead Location – 2900 Peachtree Road NW #103 Atlanta, GA 30305

Contact: Philip Kohnen
Phone: (706) 461-4119
Email: pkohnen@barberitos.com

Website: http://barberitos.com/

Open Positions: Cashier, Shift Leader, Prep Cook, Grill Cook, Catering Coordinator, General Manager

See following pages for description and detail on each open position.
Cashier

Required Education: Diploma preferred

Required Experience: 6 months restaurant experience

Wages: $7.50/ hour + tips + free shift meal

Criteria for Hiring: experience operating a cash register is preferred, customer service experience preferred, outgoing personality, good communication skills (articulate and uses good grammar), basic math skills in order to handle money, a team player, moves quickly, eager to work, willing and able to learn, able to meet the requirements of the job, good common sense/judgement, and ability to multitask

Job Description: The cashiers’ duties include: cleaning the front areas of the facility; making chips, tacos, and salad shells; assisting in washing dishes; making back-ups for sour cream; making tea; cutting limes and lemons; putting chips on trays; selling beverages, cookies and queso; accurately operating the cash register and processing payments; stocking paper goods and plastic goods; cleaning and restocking the restrooms before opening, after lunch, and after the dinner rush; taking out the front garbage; watering and grooming plants; tidying and cleaning the inside and outside of the entrance area; tidying and cleaning the patio; answering the telephone and taking call-in orders; cleaning baskets and tables; being thoroughly familiar with all systems and procedures; following all customer service guidelines; promptly reporting any customer complaints to the manager on duty; generating additional sales whenever possibly by suggesting additional menu items to the customer; thanking each customer for his or her business; upholding the image of Barberitos Southwestern Grille & Cantina at all times; reporting to management when equipment needs service or inventory is low; performing all cashier set up and break down/closing duties; and performing other duties as assigned.

Performance Standards: 1. Perform job duties as described above. 2. All cashiers must wear the proper, clean uniform. 3. All cashiers must follow Barberitos Southwestern Grille & Cantina’s hygiene and handwashing policies. 4. Cashiers must be dependable. All cashiers must report for work as scheduled. Tardiness cannot be tolerated. Team members are relied upon to do their jobs properly. 5. Communication skills are essential. People have almost unlimited choices for places to eat. In order to make them select Barberitos Southwestern Grille & Cantina restaurant, your service must be superior. Cashiers must be able to communicate effectively with customers, answer any questions about the menu, encourage additional sales, and ensure that customers are happy and want to return. Cashiers must also show the proper levels of communication with co-workers and supervisors. 6. Cashiers must be self-motivated. 7. Cashiers must have a positive attitude. 8. Cashiers must have product knowledge. 9. Cashiers must be accurate. 10. Cashiers must be efficient. 11. Cashiers must be honest. 12. Cashiers must be able to cooperate. 13. Cashiers must have a willingness to learn and to follow our system.
Shift Leader

Required Education: Diploma Preferred

Required Experience: 1 year Restaurant Experience, 6 months Management/Leadership role

Wages: $8.50 / hour + Tips + Free Shift Meal

Criteria for Hiring: Commercial food experience preferred; Able to work night shifts; Willing to cooperate with team members; Leadership skills; Some management experience preferred; Good communication skills; A good memory; A team player; Moves quickly; Eager to work; Willing and able to learn; Able to meet the requirements of the job; Good common sense/judgment; and capacity to concentrate on more than one thing at a time.

Job Description: The P.M. Shift Leader’s duties include: Supervising and participating in the cleaning of the entire restaurant as described in “Chapter13: Cleaning” in the Operations manual; Overseeing all operations in the absence of the Manager and Assistant Manager; Monitoring food portions and food costs; Running and maintaining the Cold Line; Checking out the entire restaurant, including: Checking cooler for food levels and compiling lists of any additional prep needs; Checking Cold Line and Hot Line for food levels; Checking chip machine levels; Checking salsa bar levels; checking garbage cans; Knowing what each position needs in order to be ready; Being prepared makes the shift run more smoothly; Making sure both the hot and Cold Lines are fully stocked. The food must look and be fresh; During the shift, making sure each team member is working; Always give great service; When the customer approaches to order, the Grill Cook or Shift Leader should be there to greet the customer; Being responsible for the store and the team member’s actions; Staying on top of the dishes and cleaning the customer areas; Wiping down the Cold Line top and underneath; Making sure that all team members have completed all their closing duties; Counting the money and closing out the cash drawers; Checking each P.M. team member out; Double checking that all closing duties have been performed; Being thoroughly familiar with each menu item and its preparation; Assisting in food preparation; Assisting other team members in the performance of their duties; Being thoroughly familiar with all systems and procedures; Upholding the image of Barberitos Southwestern Grille & Cantina at all times; performing other duties as assigned.

Performance Standards: 1. Perform job duties as described above.2. Uniform Code: All P.M. Shift Leaders must wear the proper, clean uniform.3. Good Personal Hygiene: All P.M. Shift Leaders must follow Barberitos Southwestern Grille & Cantina’s hygiene and handwashing policies.4. Dependability: All P.M. Shift Leaders must report to work as scheduled. Tardiness cannot be tolerated, nor can habitual absenteeism or early departures. Dependability is more than merely showing up for work on time. Team members are relied upon to do their jobs properly. Consistency in attitude and performance is a must.5. Good Communication Skills: The P.M. Shift Leader must be able to communicate effectively with your customers as well as team members. They must communicate through the Communication Logbook to the next day’s Manager or Shift Leader.6. Self-motivated: The P.M. Shift Leader must be willing to do their job. In addition, they must be able to perform the jobs of any position they are supervising.7. Product Knowledge: Each P.M. Shift Leader must be thoroughly knowledgeable about the Barberitos Southwestern Grille & Cantina menu.8. Accuracy: The P.M. Shift Leader must prepare the orders properly each and every time.9. Efficiency: The P.M. Shift Leader must be able to perform the job. Speed of service is critical.10. Honesty: Barberitos requires the highest standards of honesty and ethics from each team member at each restaurant.11. Cooperation: All personnel must work together in a spirit of cooperation and teamwork.12. Willingness to Learn and to Follow Our System: Each P.M. Shift Leader must learn the proper procedures and follow them. Also, from time to time, schedules, assignments, and procedures will change. The P.M. Shift Leader must be flexible enough to deal with such changes.13. Leadership: P.M. Shift Leaders must be able to lead the other team members. They must have a “take charge” attitude and the confidence to get the job done.
Prep Cook

**Required Education:** Diploma Preferred

**Required Experience:** 6 months restaurant experience

**Wages:** $7.50/hr + Tips + Free meal shift

**Criteria for Hiring:** Food service experience preferred; Customer service experience preferred; Good communication skills; A team player; Moves quickly; Eager to work; Willing and able to learn; Able to meet the requirements of the job; Good common sense/judgement; and capacity to concentrate on more than one thing at a time

**Job Description:** The Prep Cook prepares much of the food our customers eat. This person must be able to follow the proper food prep procedures, be able to multi-task and be neat and clean. In addition, the Prep Cook must be able to assist on the line. It is of critical importance for you to hire, train and motivate your Prep Cook. All Prep Cooks must be friendly, enthusiastic, accurate and efficient. Cleaning the back areas of the restaurant as described in “Chapter 13: Cleaning” in the Operations manual, including cooler, prep area, mop sink, closet and storage area; Making or preparing: Pico de Gallo, cheese, fresh jalapeños, steak, chicken, guacamole, tomatillo salsa, Heavy D salsa, fire roasted poblano salsa, chipotle hot sauce, steak marinade, chicken marinade, tofu marinade, cilantro, beans, rice, vegetables, and all other recipe items; Responsible for doing dishes; Assist on front line duty during busy times; Helping to clean and restock the dining room during busy times; Assisting other team members; Being thoroughly familiar with all systems and procedures; Following all customer service guidelines; Upholding the image of Barberitos Southwestern Grille & Cantina at all times; Reporting to management when equipment needs service or inventory is low; Performing all Prep Cook Opening and Closing duties; Performing other duties as assigned; and assisting as needed to promote the overall sales and efficiency of the restaurant

**Performance Standards:** Perform job duties as described. 2. Uniform Code: All Prep Cooks must wear the proper, clean uniform. 3. Good personal hygiene: All Prep Cooks must follow the Barberitos Southwestern Grille & Cantina’s Hygiene and handwashing policies. 4. Dependability: All Prep Cooks must report for work as scheduled. Tardiness cannot be tolerated, nor can habitual absenteeism or early departures. Dependability is more than merely showing up for work on time. Team Members are relied upon to do their job properly. Consistency in attitude and performance is a must. 5. Good communication skills: The Prep Cook must be able to communicate effectively with your customers and with your other team members. Remind them frequently that they must relay any customer suggestions or complaints immediately. They should also be taught to let management know promptly of any problems, complaints, messages, supply needs or malfunctioning equipment. 6. Self-motivated: The Prep Cook must be willing to do their jobs, without management constantly reminding them. 7. Positive Attitude: How many times have you sworn you would never again patronize a business because of indifferent service? A positive attitude is what sets your Barberitos Southwestern Grille & Cantina restaurant above the rest. Prep Cooks must be enthusiastic, warm and cheerful. 8. Product Knowledge: Each Prep Cook must be knowledgeable about the Barberitos Southwestern Grill & Cantina menu. 9. Accuracy: The Prep Cook must get the recipes and prep procedures right. You cannot afford to waste food. Even more importantly, you cannot serve substandard food. 10. Efficiency: The Prep Cook must be able to perform the job within the allotted time. Speed of preparation is critical, if the restaurant is going to be ready for rushes. 11. Honesty: Barberitos Southwestern Grille & Cantina requires the highest standards of honest and ethics from each team member at each restaurant. 12. Cooperation: All team members must work together in a spirit of cooperation and teamwork. Team members who refuse to cooperate with each other can disrupt the speed of service of your restaurant. 13. Willingness to Learn and to Follow Our System: Each Prep Cook must learn the proper procedures and follow them. Occasionally, schedules, assignments and procedures will change. The Prep Cook must be flexible enough to deal with such changes.
**Grill Cook**

**Required Education:** Diploma Preferred

**Required Experience:** 6 months restaurant experience

**Wages:** $7.50/hr + Tips + Free meal shift

**Criteria for Hiring:** Commercial food experience preferred; Willing to cooperate with co-workers; A friendly, outgoing personality; Good communication skills; A good memory; A team player; Moves quickly; Eager to work; Willing and able to learn; Able to meet the requirements of the job; Good common sense/judgement; and capacity to concentrate on more than one thing at a time

**Job Description: The A.M. & P.M. Grill Cook’s duties include:** Cleaning the back areas of the facility as described in “Chapter 13: Cleaning” in the Operations Manual; Cooking all meat; Setting up and maintaining the Hot Line; Setting up and operating the steamers; Greeting each customer; Answering any customer questions about the menu; Taking all orders; Keeping his or her work area clean; Cleaning the grills (flat grill and char grill); Properly labeling food items Keeping the Hot Line clean; Sweeping behind the entire serving line; Steaming tortillas; Putting rice, beans, meats, and vegetables on items; Cleaning the hood, firewall and sneeze-guard; Anticipating rushes and taking appropriate actions; Being thoroughly familiar with each menu item and its preparation; Assisting other team members in the performance of their duties; Being thoroughly familiar with all systems and procedures; Upholding the image of Barberitos Southwestern Grille & Cantina at all times; Reporting to management when equipment needs service or inventory is low; and performing other duties as assigned.

**Performance Standards:** 1. Uniform Code: All Grill Cooks must wear the proper, clean uniform. 2. Good personal hygiene: All Grill Cooks must follow the Barberitos Southwestern Grille & Cantina’s Hygiene and handwashing policies. 3. Dependability: All Grill Cooks must report for work as scheduled. Tardiness cannot be tolerated, nor can habitual absenteeism or early departures. Dependability is more than merely showing up for work on time. Team Members are relied upon to do their job properly. Consistency in attitude and performance is a must. 4. Good communication skills: The Grill Cook must be able to communicate effectively with your customers and with your other team members. Remind them frequently that they must relay any customer suggestions or complaints immediately. They should also be taught to let management know promptly of any problems, complaints, messages, supply needs or malfunctioning equipment. 5. Self-motivated: The Grill Cook must be willing to do their jobs, without management constantly reminding them. While management is responsible for the overall operations of the restaurant, the Grill Cook must hold up their end. 6. Product Knowledge: Each Grill Cook must be thoroughly knowledgeable about the Barberitos Southwestern Grille & Cantina menu. 7. Accuracy: The Grill Cook must prepare the orders properly each and every time. 8. Efficiency: The Grill Cook must be able to perform the job. Speed of service is critical. The Grill Cook is the team member most responsible for speed of service. 9. Honesty: Barberitos requires the highest standards of honesty and ethics for each team member at each restaurant. 10. Cooperation: All team members must work together in a spirit of cooperation and teamwork. Nowhere is teamwork as important as in the line where one team member begins preparation of a menu item, and another finishes it. Team members who refuse to cooperate with each other can disrupt the speed of service of your restaurant. 11. Willingness to Learn and to Follow Our System: Each Grill Cook must learn the proper procedures and follow them. Also, from time to time, schedules, assignments, and procedures will change. The Grill Cook must be flexible enough to deal with such changes.
Catering Coordinator

Required Education: Diploma required. Some college preferred

Required experience: Catering and Customer Service: 1 year

Wages: $10/hr

Relationship Management: Be the direct liaison between Catering Customers and Barberitos; Answer a high volume of customer calls, emails and questions in a friendly and helpful manner; Become familiar with existing customers and their needs; Gain the trust and dependability Barberitos’ customers already know and love.

Customer Service: Be friendly and eager to help every customer, every time; Always deliver service that exceeds expectation; Guide customers through orders to ensure they are getting exactly what they need and expect.

Database Maintenance: Manage a database of customer contacts; Keep customer information current and complete; Enter complete information of new customers into existing system; Maintain organization of the delivery schedule and calendar.

Administrative Tasks: Update sales sheet weekly; Keep track of unpaid invoices, deposit checks, call clients to update payment; Scan mail

Job requirements: Previous customer service experience required; Previous catering experience highly desired; Excellent written and oral communication skills; Working knowledge of Microsoft Office; Must have your own vehicle with clean driving record and insurance; Be organized and detail oriented; Punctuality is a must; Friendly and eager to learn; Take instruction well and also be a problem solver; Have a sense of urgency and adapt quickly to change; Like having fun and work hard; Evening hours and some weekend work required.
**General Manager**

**Required Education:** Diploma Required. Some college preferred

**Required Experience:** 2 year restaurant experience, 1 year Leadership/Management experience

**Salary:** $25,000

**Criteria for Hiring:**
1. Being thoroughly familiar with all systems and procedures;
2. Following all customer service guidelines;
3. Resolving customer complaints;
4. Upholding the image of Barberitos Southwestern Grille & Cantina at all times;
5. Overseeing the Opening and Closing of the restaurant;
6. Maintaining proper change reserves;
7. Determining proper prep levels;
8. Properly rotating all stock;
9. Ensuring proper holding and storage of all food items;
10. Cleaning and maintaining equipment as outlined in the specific Operations Manual for the equipment item;
11. Double checking that all cooking equipment is turned off and restaurant is secure before closing;
12. Cooperating with all team members to make the facility function as smoothly as possible;
13. Place Spice, Produce, Paper, and food product orders with suppliers;
14. Checking in and storing products ordered and making payments;
15. Evaluating shifts needs and scheduling team members to shifts;
16. Delegating responsibilities and making sure delegated tasks were accomplished;
17. Making deposits and conducting other banking business;
18. Communicating with Assistant Managers and Shift Leaders;
19. Covering all shifts for personnel shortages;
20. Able to prepare all food items;
21. Managing the human resources and equipment of the restaurant to achieve the levels of profitability, quality and performance as established by Barberitos Franchising, Inc.;
22. Ensuring that each and every customer receives exceptional service and leaves satisfied;
23. Checking that all areas of the facility were properly cleaned by the previous shift and assigning team members to perform any cleaning duties;
24. Checking the temperatures of all cooking and cooling equipment;
25. Checking that all team members arrive on time, in the proper uniform, properly groomed and ready to work;
26. Supervising all team members in the performance of their opening, closing and on-going duties;
27. Monitoring sales in order to assign personnel to the correct job station during peak periods;
28. Correcting any team members doing tasks improperly;
29. Maintaining restaurant appearance;
30. Monitoring food appearance;
31. Monitoring and controlling the amounts of food, labor, paper products and supplies used;
32. Placing service calls when necessary;
33. Monitoring on an on-going potential hazards and restaurant safety and security procedures;
34. Conducting interviews;
35. Being aware of what the competition is doing;
36. Maintaining proper prep procedures;
37. Ensuring that all operations and employment matters are in compliance with local, state, and federal laws and safety regulations;
38. Monitoring controls for cash management;
39. Completing all necessary paperwork;
40. Maintaining quality of products sold;
41. Promoting sales and profitability;
42. Setting an example with an enthusiastic attitude;
43. Ensuring high levels of customer satisfaction and repeat business;
44. Greeting customers;
45. Preparing payroll;
46. Preparing and making all tax filings;
47. Recruiting, hiring, training, and monitoring the progress of all personnel;
48. Scheduling maintenance at proper intervals;
49. Planning projected needs for the next day’s sales;
50. Reviewing, approving and paying all invoices;
51. Conducting regularly scheduled meetings and reviews;
52. Implementing all advertising, promotions and public relations campaigns;
53. Doing short and long term planning for the restaurant;
54. Implementing community relations programs; and interfacing with the Franchisor.