

FAST-FOOD EMPLOYEE

THE BASICS:

A fast-food employee is responsible for providing great customer service and making sure that guests get their orders as quickly as possible!

TOP 5 REASONS TO WORK AS A FAST-FOOD EMPLOYEE!

- Gain experience working in a TEAM!
- Great opportunity to practice your ENGLISH with your work friends!
- Don't like mornings? Typical shifts start in the AFTERNOONS or EVENINGS!
- Work INDOORS! The kitchen may be warm, but you stay out of the sun!
- Amazing chance for future kitchen workers to gain EXPERIENCE!



WORDS AND PHRASES YOU SHOULD KNOW:

- **“Order up!”** – a phrase that means that food is ready to be given to the customer
- **Frialator** – machine filled with hot oil, used to make French fries and other fried foods
- **Doggie bag** – the food you take home from a restaurant if you don't finish it
- **Sweet tooth** – someone who loves candy, cookies, cake, chocolate and other sweet foods
- **Veggie** –short for vegetable, it can also mean vegetarian food
- **Grab a bite to eat** – a slang term to go out to a restaurant for a meal

GENERAL RESPONSIBILITIES:

- Cook or prepare food items according to procedures or recipes
- Prepare cold drinks, warm drinks, and other non-alcoholic beverages
- Maintain and clean all food service areas including: preparation tables, equipment, dishes, floors, supply areas, refrigerators, coolers, sales areas, and customer areas (tables, chairs, serving lines, condiment stands, etc.)
- Demonstrate a high level of customer service; respond to and take appropriate action to resolve concerns and complaints of guests.
- Keep supervisor/manager informed of situations relating to facility operation, guest complaints or concerns, accidents, emergency situations, damages, and potential safety hazards
- Perform all duties in a safe manner
- Clean and assist with “side work” tasks, like folding napkins, restocking utensils or other dining needs