

JOB POSTING DETAILS

Job Title	Customer Service Representative	Job Type	RI
Job ID	3161	Duration	NA
Date Posted	January 11, 2022	Location	Blind River
		Closing Date	February 28, 2022

Job Overview - Description & Duties

The restaurant front is the front line in providing an exceptional guest experience and supporting the delivery of exceptional products and service.

We are looking for a Storefront/Drive-Thru Team member.

- Follows the guaranteed Always Fresh procedure
- Delivers consistent and outstanding guest service through friendly attitude, attentive behavior, and strong product knowledge
- Uses proper procedures to ensure the accuracy of every order
- Ensure every guest receives a prompt and warm greeting
- Maintains speed of service targets by working efficiently with a sense of urgency to fill orders and meet guests' needs
- Prepares all products as required, following the order monitor to ensure the accuracy of every order
- Regularly takes temperatures of the required products and records in the Time & Temperature Log
- Maintains the front counter and drive-thru area by keeping it clean, organized, stocked, and ready for rush periods in the restaurant
- Follows sanitation guidelines
- Work a variety of shifts (no overnight shifts involved)

Required Skills

- Part-time, flexible hours
- Must have a reliable source of transportation to and from work
- Practice proper personal hygiene on a daily basis
- Must be able to work well with a team
- Ability to think quickly and resolve issues
- Great customer service skills
- Ability to upsell and promote new specialty items
- Keeping area clean and sanitized throughout the shift
- Ability to learn multiple stations and roles in the store
- Flexible and willing to learn and adapt as new menu items roll out
- Positive and cheerful attitude
- Work great under stress

Other Requirements

As part of our team, we offer you:

- Paid training
- Affordable Health & Dental Benefits (after 6 months)
- Incentive and recognition programs
- Team Tim Hortons Scholarship Program
- Advancement opportunities
- Flexible work schedule
- Community involvement

- Team Member Meal Discounts
- A STRONG team environment

Apply to this job if you:

- Positive attitude with a passion for creating exceptional guest experiences
- Enjoy working with a successful team in a safe environment
- Love to work in a fast-paced environment
- Have a strong work ethic and are committed to your team
- Must be able to follow directions and work well with others
- Strong time management skills

How to Apply

Please send resume, Attention: Luke Fortin, Store Manager

Email: TimHortons100552@timzone.com

Please indicate the position that you are applying for in the subject line of the email.