



## Team Trainer Job Description

**Employee Name:**

**Date:**

**Job title: Team Trainer**

**Work Location:**

**Reports to:** General Manager and Managers on Duty

Full-time

Part-time

Exempt

Nonexempt

**Purpose:** To teach other employees how to utilize Company Systems to help provide timely, excellent service and quality food, in a friendly way while leading by example at all times.

**This position has essential Team Member Duties with additional Duties and Responsibilities specific to Training:**

- Assist management by training employees (new, rehired, and current) per Company standards when assigned
- Maintain all relevant position certifications per Arby's LMS and understanding/knowledge of current standard operating procedures and Company guidelines to help keep training practices relevant and timely
- Lead by example by exuding patience and maintaining a professional demeanor at all times. Understand that different employees have different learning styles
- Providing customers with excellent service and hospitality under stress
- Taking customer orders with a friendly and professional attitude
- Preparing food made to order to ensure serving hot/fresh quality products with the attention to detail that ensures accuracy and timeliness
- Meeting or exceeding speed of service standards
- Keep the lot, lobby, dining room, kitchen counters/service areas and restrooms clean
- Always follow all food and personal safety procedures
- Replenish and rotate supplies every shift as needed
- Arrive for work on time on scheduled workdays
- Be dressed and ready to work, ensuring hygiene and appearance adheres to Mosaic Red Hat Groups uniform guidelines
- Operating assigned equipment including the cash register or POS terminal, and other equipment at his or her workstation
- Operate in accordance with established performance and operating standards as set out in the OSM and Employee Handbook and other such duties, as assigned by the manager
- Help support and reinforce company values and a positive culture and work environment

**Core Abilities:**

- Prioritization- Ability to prioritize assigned tasks and training in a fast-paced environment
- Communication- Ability to clearly communicate with internal and external customers
- Math- Ability to do basic addition and subtraction
- Teamwork- Ability to work in a fast-paced environment as part of a team
- Focus and Professionalism- Ability to maintain a positive attitude and provide excellent customer service under stress

**Physical Requirements:**

- Ability to safely and successfully perform the essential job functions consistent with company policies and procedures, including meeting qualitative and/or quantitative productivity standards.
- Ability to maintain regular and punctual attendance
- Must be able to lift and carry up to 40 lbs
- Regularly required to stand, walk, talk and hear. Frequently required to use hand to finger motions, handle or feel objects, reach with arms and hands

Cont'd



# Mosaic Red Hat Group, LLC

## Arby's

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#### Physical Requirements Continued:

- Must be able to maintain balance to stand and walk for extended periods of time, up to 8 hours a day in environment with hazards including slippery (wet or icy) floors, sharp equipment, and waist level kitchen hazards including fryers and stove tops
- Ability to execute frequent repetitive physical motions such as walking, bending, reaching above head, reaching at waist level, reaching below waist, button pushing, for up to 8 hours a day
- Must be able to work in high stress, high temperature environments for up to 8 hours a day

To perform this job successfully, an individual must be able to perform each essential job duty satisfactorily. Reasonable accommodations may be made to enable qualified individuals with disabilities to perform essential job functions.

Mosaic Red Hat Group, LLC is an equal opportunity employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, disability, age, sexual orientation, gender identity, national origin, veteran status, or genetic information. Mosaic is committed to providing equal opportunity and reasonable accommodation for individuals with disabilities in employment, its services, programs, and activities. To request reasonable accommodation, contact the Human Resources Department- P: 770-609-8195 ext.104 E: HR@mosaic-mgmt.com

**This job description is not intended to be all-inclusive and the employee will also perform other reasonably related business duties as assigned by immediate supervisor and other management as required. Mosaic Red Hat Group, LLC reserves the right to revise or change duties as the need arises. This job description does not constitute a written or implied contract of employment.**

I have read and understand the expectations outlined in this job description in its entirety. I will abide by the job description and its expectations. I understand the physical demands of my job and I understand the work environment of my job.

**Print Employee Name:**

**Employee signature:**

**Date:**