

Position Title: Team Member

Date: February 2024

Location: Nationwide

Reports to: Restaurant Manager

Who we are – Popeyes NZ:

In 1972 in New Orleans, Louisiana, a taste sensation was born. What began with one small restaurant and one big idea turned into a craze that swept the USA and the world ... and now is coming to New Zealand. Let's be honest here - we're not an invented fast food, but boldly seasoned real food, hand-crafted (never mass produced) made by real cooks and deeply rooted in the traditions of Cajun cuisine.

We are part of a movement for taste. Popeyes are one of the fastest growing, 'quick serve' brands around, with a devoted following. Popeyes launched the now-famous Chicken Sandwich in 2019 (in the USA). Real food, bold flavours and simplicity at its core, it was nothing short of a culinary sensation. Social media is where our fans proudly share their love of the brand – even Beyonce and Jay-Z served Popeyes at their wedding!

We believe in the spice of life and the power of good food. Our love for spice, flavour and real food with heart. We're all about manaakitanga... hanging out at Popeyes, sharing experiences and creating moments of joy. We're building a new NZ business which will be soulful, proud, street smart, big hearted....and we want you to join our movement!

Why you'll love this role:

How will we **make everyone love that chicken**? This is the key question that you be pivotal in answering as Popeyes lands in NZ. We're dreaming big, just like our bold flavors, and you'll be stoked to join a team that's all about one thing.... to spread our joy across the country over the next few years, unleashing soul food that is worth sharing. We're starting from scratch, so you will be at the forefront helping shape our future success and create an unforgettable dining experience for our customers.

At Popeyes you will undergo top notch training to ensure you are ready to be a superstar on the floor. Preparing, packing and serving food whilst embodying a friendly demeanor, and genuine care for your customers and team members will be a significant aspect of your role. Joining the team at Popeyes means you will be part of a vibrant and passionate team dedicated to serving some delicious chicken. Our restaurants are infused with energy and camaraderie, fostering a sense of belonging, teamwork, and multitasking. The fast-paced environment encourages personal growth and development, where you can enhance your skills in customer service, teamwork, and multitasking.

What you'll deliver in this role:

- **Excellent Customer Service**- Ensuring exceptional customer experiences by warmly welcoming everyone, efficiently processing orders both at the counter and via the drive-thru, executing precise transactions, and promptly resolving any customer inquiries or issues to guarantee top-notch service.
- **Food Preparation**- Preparing, cooking and packing Popeyes' distinctive menu offerings, ensuring exceptional service of flavorful meals.
- **Maintaining cleanliness** - Maintaining impeccable cleanliness and hygiene standards throughout the kitchen, dining space, and restroom facilities, strictly following food safety protocols and sanitation guidelines, and



consistently upholding the company's rigorous cleanliness benchmarks to ensure a pristine and inviting environment for all customers.

- **Stocking and replenishing** - Ensuring uninterrupted availability of food items, condiments, and supplies by consistently restocking and managing inventory levels throughout the shift to support seamless operations.
- **Collaboration** - Facilitating smooth operations during peak periods by fostering effective communication, teamwork, and mutual support among team members to enhance overall efficiency and productivity.
- **Following procedures** - Ensuring strict compliance with Popeyes' operational standards, including precise adherence to food safety protocols, meticulous execution of preparation techniques, and accurate adherence to recipes for consistent quality and customer satisfaction.
- **Drive-thru** - Providing attentive support to customers placing orders via the drive-thru, efficiently overseeing drive-thru queues, and delivering precise and prompt service to ensure a seamless and satisfying experience for patrons utilizing this convenient channel.
- **Team meetings** - Participating actively in scheduled restaurant meetings convened by the manager to contribute insights, collaborate on improvements, and align with the team towards achieving operational goals and enhancing overall performance.

What you'll bring to the role:

- We need someone who thrives in the dynamic world of operations, especially in the fast-paced and thrilling environment of Quick-Service Restaurants.
- A great sense of humour, with a natural ability to be the best in every situation. Your glass is always half full and your joy for what you do is infectious to all those around you.
- Excellent communication skills and the ability to handle customer inquiries, complaints, and feedback in a professional manner.
- Delivers legendary customer service to all customers by acting with a customer comes first attitude and connecting with customers / responding to their needs through clear and pleasant communication.
- Passion for food, Manaakitanga and genuine love for our customers - this will be at the core of what you do.
- Physical Stamina- Endurance and physical agility are key as the role encompasses prolonged standing, moderate lifting, and managing various tasks that keep the energy flowing in the back of house and lively dining area.
- Ability to adapt quickly and effectively to changing working environments, tasks, or responsibilities within a fast-paced setting, showcasing flexibility and resilience

