



HIRING EMPLOYEES



Hiring Restaurant Staff

The restaurant industry experiences more turnover than any other industry. On-boarding employees should be done thoughtfully to ensure that your new hires help the entire team achieve your brand vision and business objectives. The way you hire staff sets a tone for the employee so make sure to start off on the right foot! Here are some great ways to help you get the right person for the job!

Identify Your Needs Before You Start Hiring.

Take a look at where you already have coverage and where you see gaps, and work to fill the schedule accordingly. Be clear in your job postings about what hours you are hiring for.

Recruit From Within

Let your existing staff know that you'll be hiring soon, and ask them for referrals. You may even want to offer referral bonuses to staff who recommend candidates who are hired.

Hire The Person, Not The Position

Evaluate seasonal employees on personality first. Have enough faith in your training process to know that you can get the right person up to speed on the requirements of the job. You can't train someone to have a great attitude--they either have it, or they don't. So, focus on finding the candidates who are ready to learn, rather than candidates who may have more experience and a negative demeanor.

Do Background Checks

Though it may not be standard practice year-round, performing background checks on seasonal hires can be a quick way to avoid bringing on an employee who may not be the best fit for your team.



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performancefoodservice.com/Your-Operation/staffing





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Know Your Best Trainers

Examine your staff to see who is embodying your core values, and tap those team members to train others. Make shadowing these employees a central component of your training experience, as seasonal employees typically have less training time and more demands from guests, so it's essential to make sure they're learning from the best.

Include Staff As Part Of The Team

Designate a time for orientation where new hires can review your employee handbook, learn the ropes, and most importantly, ask questions of management and current employees. Bringing together new and existing staff in a training exercise can help quickly strengthen team dynamics and avoid an us-versus-them attitude among staff.

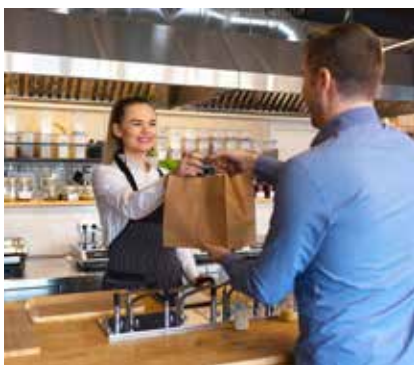


Evaluate Your Online Presence

Applicants will use your website, social media and review from current and former employees to evaluate your establishment. Check over all of these places and make sure your reputation is well established and that all of your information is correct. Also check your contact information as that maybe how they use to get to your place for an interview!

Use Targeted Job Advertising

When your writing a job description and advertising your job make sure you give details and accurate job title for that position. Sometimes important keywords can help as well on job boards such as indeed, or glassdoor. Also advertise on your social media and job boards as these are the go to places now!



Please read the other two pages for job posting examples per position!

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JOB POSTINGS

Hiring Hosts

Your host is the first person that customers will see. They represent your brand. Be sure to choose a friendly, welcoming person who will be a good first impression for your restaurant

Example:

“We are seeking friendly, enthusiastic hosts to greet guests as they arrive and make sure that they leave happy and satisfied. First impressions are important so it's imperative that you make it a good one! The Host will manage seating charts and systems as well as relay pertinent information regarding guest requests to servers & management.

The Restaurant Host/Hostess supervises and coordinates the activities of the dining room staff to ensure fast and courteous service to our guests. He or she accommodates special seating requests for guest whenever possible.”

Example by

-Goode Company Restaurants

Hiring Servers

Servers are responsible for keeping guests happy, & served quickly. Choose someone who will be supportive for fellow employees, proactive and are willing to go the extra mile!

Example:

As a Food Server, you would be responsible for serving food and/or beverages to guests. Specifically, you would be responsible for performing the following tasks to the highest standards:

- Respond to guest requests in a timely, friendly and efficient manner
- Ensure knowledge of menu and restaurant promotions and specials
- Take guest food and/or beverage orders and input orders in appropriate point-of-sale system
- Retrieve and deliver food and beverage orders in a timely manner
- Ensure guest satisfaction throughout the meal service
- Serve alcoholic/non-alcoholic beverages in accordance with federal, state, local and company regulations
- Ensure serving station is well-stocked at all times”

Example by

-Boca Raton Resort and Club

Hiring Dishwashers

Dishwashers can be a high turnover position because its usually lower paying, hot and extremely busy.

When your posting an ad for a dishwasher online leveraging the benefits of working for your position will help increase the number of interested applicants.

Example:

The Dishwasher provides guest service by assuring that all tableware, glassware, chinaware, and cooking utensils are sanitary and clean. The Dishwasher is the person most responsible for making sure that guest health is protected by always using the highest standards of cleanliness in all areas of the restaurant. Although the Dishwasher rarely serves guests directly, the work done by the Dishwasher is critical to every guest and the people who directly serve guests.”

Example by

-Cracker Barrel



JOB POSTINGS

Hiring Prep Cooks

Prep cook position don't require much experience as other positions in the kitchen. They just need to be reliable, and ready to learn.

Example:

"This cook position is responsible for daily food production. Must have above average food production skills with ability to perform tasks error free and meet quality standards. An ideal candidate for this position will be organized, efficient, and have excellent communication skills. Cooking experience in a fine dining environment is a plus! One year of previous experience as a prep cook is required."

Example by
-Leisure Care

Hiring Line Cooks

Line cooks should have experience. They should be able to work cleanly and efficiently in a high volume kitchen. With experience they will be able to deliver delicious food!

Example:

"We are seeking a professional line cook to prepare food to the exact chef's specifications and to set up stations for menu. The successful candidate will play a key role in contributing to our guests' satisfaction goals by: Setting up and stocking stations with all necessary supplies, preparing food for service, cooking menu items in cooperation with the rest of the culinary staff, cleaning up station and take care of leftover foods, stock inventory appropriately, ensure that food come out simultaneously, in high quality and in a timely fashion, comply with all nutrition and sanitation regulations and safety standards."

Example By
-Performance Hospitality

Hiring Chefs

The responsibilities of a chef position should be clearly defined when your hiring. You will want to be clear that they are only doing cooking or if they have other administrative duties as well so you don't get that overturn

Example:

"Responsible for producing high-quality meals and overseeing the kitchen operations in our Villa community. Sous Chef will utilize professional skills to guide the nutritional team to the new national standards of restaurant quality food in the skilled nursing industry while still maintaining superlative sanitation. Re-design the menu often based off resident preference and compliance to all nutritional considerations established by regulatory sources and maintaining all established budgets."

Example by
-Uintah Basin Medical Center

WE'RE HERE TO HELP

Our One Source Solution Partners are ready to jump in and help. With training programs on allergens, food safety, and scheduling systems to keep staff in sync, these partners can help you invest in your staff and keep them for the long haul.

<https://performancefoodservice.com/Your-Operation/One-Source>