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Job Title: Restaurant Team Member
Department: Operations
Reports to: General Manager
Prepared Date: February 2009

Summary

Perform assigned workstation duties to ensure quality products and service are delivered to our customers meeting Papa John's standards. Comply with Papa John's uniform, appearance, and operations standards as defined in the Operations Manual, Cross-Training Guidebook, Team Member Handbook, and with federal, state, and local laws and ordinances.

Essential Duties and Responsibilities include the following. Other duties may be assigned.

- Perform assigned workstation duties including making quality products, preparing ingredients, taking orders, providing quality customer service through positive and professional interaction with customers by phone or in person, and acting with a sense of urgency in everything they do.
- Work as a team and assist each other by being on time for their shift, supporting other workstations during their shift and completing all closing duties, including cleaning, at the end of each shift. Enhance the company's image by complying with uniform and appearance standards. Contribute to an atmosphere of teamwork, energy and fun.
- Accurately use the PROFIT System, process cash, check and/or credit card transactions. Support sales efforts by suggestively selling to increase the check average when taking an order. Protect the company's assets by maintaining organized, safe and clean work areas; comply with safety and security standards at all times.

Position Qualifications. To perform this job successfully, team members must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions.



Competencies are classified as the work habits, attitudes, personal characteristics, and behaviors that reflect how a person accomplishes the duties and responsibilities of his/her job.

- **Commitment to Task:** Demonstrates dependability and shows a sense of urgency about getting results; willing to commit the hours it takes to get the job completed; takes responsibility for actions and achieves results; overcomes obstacles.
- **Customer Focused:** Commits to meeting the needs and expectations of the organization's internal and external customers; builds and maintains a customer base; delivers a high level of customer service; searches continually for ways to increase customer satisfaction (i.e., customer feedback).
- **Flexibility:** Adapts and changes course of action when appropriate; effectively transitions from task to task; deals well with unresolved situations, frequent change, delays, or unexpected events; maintains objectives amidst shifting priorities.
- **Initiative:** Takes action proactively; addresses issues or opportunities without supervision; focuses on desired results and accomplishments; demonstrates clear purpose, enthusiasm, and a "can do" attitude.
- **Teamwork:** Works cooperatively with others to accomplish business goals and objectives; asks others for their ideas and opinions; supports team's decisions; contributes to the team's efforts.

Functional Skills.

- Cash management skills

Physical Demands. While performing the duties of this job, the team member is required to use hands repetitively, stand for prolonged periods, walk, grasp firmly/strongly and simply/lightly with hands, and use fine finger dexterity. The team member is frequently required to bend over, twist, reach above shoulder level, crouch or stoop, kneel, repetitively use feet, and use head and neck in a twisting or static motion and to look up and/or down, push and/or pull, and lift and/or move up to 50 pounds. Occasionally, the team member is required to sit, climb, balance, and lift and/or move over 51 pounds.

Work Environment. While performing the duties of this job, the team member is required to work outdoors in various temperatures, in a noisy environment, near moving mechanical parts, with dangerous equipment or sharp tools, and around fumes, odors, dust, or toxic chemicals.



Additional Information

- Must be 18 years of age or older to perform the following duties at Papa John's: pizza loading, oven tending, pizza cutting, dough docking, dishwashing and pizza delivery
- Must be able to work long hours, scheduled or unscheduled, which will include nights, weekends, and as emergencies arise
- If cross-trained as a delivery driver, must have a driver's license valid under the laws of the state(s) where the team member works, acceptable motor vehicle record, proof of insurance, and satisfactory vehicle
- Bilingual in certain markets
- Non-exempt, hourly position
- Provide additional documentation as required by individual states