**JOB DESCRIPTION**

**Team Member Rider**

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| **1. Job Position** | Team Member Rider |
| **2.** **Category** | Staff |
| **3. Responsible To** | Store Manager |
| **4. Location** | Mumbai and Delhi |
| **5. Salary** | 1,44,000- 1,92,000 LPA + Store Incentives + Accidental insurance  |
| **6. Job Definition** | To ensure the service of food and beverage to the guest with appropriate courtesy and efficiency |
| **7. Duties and Responsibilities** | 1. To develop restaurant sales by setting high standards of service.
2. To ensure complete preparation of restaurant/ takeaway and another business module before the area opens for operation.
3. To take the guest’s order correctly and with appropriate courtesy.
4. To assist the guest in choosing the best items on the menu, thereby increasing sales, by upselling and suggestive selling
5. To handle all guests without bias or prejudice.
6. To write out the guest bill(s) and ensure their proper processing by presenting them to guests and even while delivering food.
7. To assist the Shift Supervisor in preparing the general store requisition.
8. To carry out any duties assigned by the Supervisor /Store Manager
9. To follow the Store rules and policies laid down by the management
10. To adhere to strict grooming and hygiene standards
11. To consciously and continuously strive to better his/ her skills and increase his/ her knowledge
12. Manage multiple orders, delivery locations, and customers at the same time
13. Deliver orders within an optimal period of time, ensuring freshness of food and respect for customer preferences
14. Provide excellent customer service and build customer loyalty by delivering food in a timely, cordial manner
15. Ensure orders are delivered accurately and in good condition
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In addition to the above-mentioned duties and job functions, any other assignment is given on an occasional basis or daily basis by the immediate superior or the management.