



## JOB DESCRIPTION FOR CUSTOMER SERVICE REPRESENTATIVE

### Job Summary

The Customer Service Representative provides a friendly experience for all guest during order taking, processing payments, preparing products and serves food to the customer. Promote, work and act in manner consistent with the mission of Domino's.

### Reports to

The store managements Team

### Activities and Responsibilities

- Greets all customers with the Domino's greeting within 9 seconds upon entering the restaurant.
- Takes the customer order in a friendly manner.
- Serve food and beverages to customers.
- Accept payment in cash or card, makes change and gives receipt for all purchases.
- Is responsible for balancing shift sales and the end of their shift.
- Performs cleaning and sanitation duties during and at the end of their shift.
- Answers phones and takes orders over the phone.
- Label boxes to store completed orders.
- Supports the stores operations
- Prepare products to serve to the guest
- Replenish work stations
- Maintain high standards of cleanliness by performing daily, weekly and monthly cleaning.
- Perform cleaning duties, sweeping, mopping, washing of utensils and keeping facilities sanitary.
- Set up dining areas.
- Follow Domino's job aids to achieve food cost through the uses of scales and grab training.
- Maintain sanitation, health and safety standards
- Preforms quality checks to ensure cooked food meets Domino's standards before serving to the guest.
- Sets up and restock work stations
- Any other duties which may be assigned by management.

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Employee Signature

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Date