

Job Description



Title: CREW MEMBER

Reports to: Owner, Kitchen Manager & Team Lead

Summary of Position:

Viet Nom Nom Crew Members allow our food hall & commissary kitchen to produce high quality and unique items in a timely manner by preparing ingredients and assembling products. A Crew Member is responsible for the daily preparation of food products including meats, poultry, tofu, vegetables, sauces, stocks, and finished menu items. Crew Members ensure we use fresh ingredients, rotate properly, follow health and sanitation guidelines and prep recipes to standards to maintain consistency. Crew Members also ensure high quality customer experiences from friendly greetings to taking orders to addressing requests & feedback.

Duties & Responsibilities:

1. Refer to Task & Prep Lists at the start of each shift for assigned duties.
2. Work quickly and accurately to prepare a variety of proteins, vegetables, noodles, and other food items (menu items and sauces)
3. Understand and comply consistently with our standard portion sizes, cooking methods, quality standards and kitchen rules, policies and procedures.
4. Portion food products according to standard portion sizes and recipe specifications.
5. Store and label all food properly.
6. Maintain clean and sanitary work areas, including tables, shelves, walls, sinks, grills, ovens, range, mixing & processing machines, fridges & freezers.
7. Open and close the kitchen and stations properly, adhering strictly to health and sanitation standards. Assists others in closing the kitchen.
8. Prepare customer meals: dine-in, carryout & delivery, and catering orders
9. Utilize point of sale register/terminal, 3rd party delivery tablets, and other forms for technology within the kitchen
10. Ensure high quality customer service: take orders, explain menu, use allergy matrix, answer questions & receive feedback.
11. Attend all scheduled employee meetings and bring suggestions for improvement.
12. Assist with periodic offsite operations, pop-ups, festivals, sampling events.
13. Promptly report equipment and food quality problems to Kitchen Manager.
14. Inform Team Leader & Kitchen Manager immediately of product shortages.
15. Use Viet Nom Nom recipe book and build sheets for preparing all products. Does not rely on memory alone!
16. Maintain a positive and productive attitude and contribute to team dynamic of kitchen.

17. Perform other related duties as assigned by the Kitchen Manager or manager-on-duty.

Requirements:

- Experience in kitchen preparation and cooking a plus.
- Must be able to communicate clearly with managers and kitchen personnel.
- Ability to physically handle knives and other sharp, heavy or potentially dangerous items.
- Understanding and knowledge of, and compliance with, safety, sanitation and food handling procedures.
- Ability to work in and contribute to a team environment.
- Must maintain consistency and productivity.
- Commitment to quality service, and food and beverage knowledge.
- Ability to perform cutting skills on work surfaces, topped with cutting boards, 3 to 4 feet in height.
- Proper usage and handling of various kitchen machinery to include slicers, ovens, stoves, mixers, and other kitchen related equipment.
- Be able to reach, bend, stoop and frequently lift up to 40 pounds.
- Be able to work in a standing position for long periods of time.

This job description is intended to illustrate the main duties and areas of responsibility of the Crew Member. It is not intended to be exhaustive and you are advised that the duties and responsibilities may change from time to time.