

Job Posting



Title: CREW MEMBER

Reports to: Owner & Kitchen Manager

Company Background:

Viet Nom Nom is a Vietnamese-inspired food service company, which was founded in 2015. The company started in a shared kitchen, focusing on pop-up events and its budding Northwestern University partnership -- the company eventually opened its first brick & mortar location in Downtown Evanston in 2017. In the next 3 years, Viet Nom Nom developed a significant and large-scale partnership with Northwestern, which involved becoming a preferred catering vendor, serving grab & go meals all across campus, and even operating a kiosk at the football stadium.

The storefront in Evanston continues to serve as Viet Nom Nom's flagship location, but the company quickly expanded, opening 3 locations in the summer of 2020 in Evanston and Chicago. Big plans are in the works yet again to further grow in the fall & winter of 2021 so there are numerous opportunities to grow with Viet Nom Nom!

- **Downtown Evanston:** Storefront at 618 ½ Church St in Evanston
- **Northwestern University:** Food Court Kiosk inside Norris Center, 1999 Campus Dr in **Evanston**
- **Dr. Murphy's Food Hall:** Kiosk inside the Old Cook County Hospital, 1811 W. Harrison in Chicago
- **The Hatchery:** Commissary & Ghost Kitchen within The Hatchery, 135 N. Kedzie in Chicago

Summary of Opportunity:

We are looking for enthusiastic and experienced Crew Members to support our food hall operations at **Dr. Murphy's Food Hall, which is located at 1811 W. Harrison** (inside the Old Cook County Hospital in the Illinois Medical District). You will work primarily at Dr. Murphy's Food Hall, but the role requires flexibility to support operations at The Hatchery (our commissary prep kitchen at 135 N. Kedzie) and offsite events, festivals, and pop-ups.

We are looking for folks who love being around and interacting with others! Being a Crew Member at our kiosk means you're right on the line interacting with customers and serving them their meals. Your goal is to ensure that they have a great experience -- from recommending your favorite dishes & sauces to handling their questions about dietary needs, this role is all about service and taking care of customers!

During your shifts, you will also spend time setting up and breaking down our veggie & protein stations, restocking supplies, maintaining proper sanitation & cleanliness inside of our kiosk, cleaning dishes & utensils, and doing basic prep (e.g. washing / slicing simple herbs and garnish, portioning noodles & sauces).

Part time and full time positions are available. Primary operating hours are Mon-Fri, from 11:00 AM – 8:00 PM, but weekend hours will restart soon. Weekend and day/night flexibility is required for special events and operations.

We Are Looking for People Who:

- Take pride in their work
- Enjoy interacting and communicating with other
- Go the extra mile and do not cut corners
- Demonstrate the ability to be resourceful and take initiative
- Maintain positive attitudes

- Care about other team members and the community
- Are open to new challenges
- Want to grow and develop a **career** path for themselves
- Have a high standard of excellence for themselves and the company

We invest in our team members and want them to learn, grow, and move up into supervisory or management positions. Join us for an opportunity to be a part of an expanding company and grow in your skills and career!

We are seeking enthusiastic, motivated team-players to join our diverse and professional team. If you like the sound of a fun, professional, and fast-paced environment and have the skills to contribute to our continued growth, we want to hear from you! We'd love for you to grow with us!

Qualifications of a Good Team Member:

- Prior experience in food service
- Proficient in utilizing kitchen equipment (knives, grill, ovens, processors, etc)
- Enjoy working on a team and in a fast-paced environment
- Food Handler Certificate required (able to get it within 30 days of employment)
- Valid Food Manager Certificate a major plus -- subject to higher earning/wages
- Valid Driver's License a major plus -- subject to higher earning/wages (company vehicle is provided)
- Excellent communication and listening skills
- Strong time management and organization skills
- Be able to adapt to changing customer volume levels with a sense of urgency

Highlights:

Rate of Pay: \$14-\$16 plus tips (on average, gratuity adds extra \$1-3/hour). Negotiable hourly wage based on experience, certifications and ability to legally drive. We offer paid training.

Hours of Operation: 11:00 AM – 8:00 PM, seven days a week (flexibility required)

Work Locations: 1811 W. Harrison (Primary) **and** 135 N Kedzie (Secondary)

Job Perks:

- Free employee meal while working; 50% discount on food when not working
- Opportunities for support of continuing education
- Fun work environment and flexible scheduling
- Tremendous growth potential into supervisory and management positions at this and other locations