

**We expect our expeditors to . . .**

- Actively look for ways to help customers. Your job directly affects our guests' satisfaction with their dining experience, so you should always be trying to find ways to make the dining experience more pleasant for our guests.
- Maintain high levels of sanitation and cleanliness in our back area. Most problems with food-borne illnesses can be traced to poor sanitation in these areas. You need to prevent this from becoming a problem for us.
- Be fast and efficient. Your ability to do your job thoroughly and quickly is important to the restaurant. Kitchen delays and mistakes can prevent us from providing a satisfactory experience for our customers.
- Be comfortable working with the public. Although you won't have direct contact with customers most of the time, you need to feel confident in your ability to communicate with them and the rest of the team in order to accomplish the rest of your responsibilities.
- Do physical activity. Your job will require you to do walking, carrying, standing, and other types of strenuous activity. Talk to your manager or supervisor if these activities may be a problem for you.
- Care about the cleanliness of the restaurant. We need you to want to keep the restaurant clean not only to please our customers but because it is also a reflection on you.
- Be a team player. As an expeditor, you are part of the (restaurant name) team, so you need to be willing to work with others, to follow instructions,

## SAMPLE PAGES FROM TRAINING MANUALS

and to do your part to make our entire team a success.

- Stay organized. Your job will require you to juggle numerous food orders at one time while ensuring the quality of finished entrees before they go to the customers. If you become disorganized, mistakes are more likely.
- Give orders to kitchen staff. In your position, you will be expected to tell the rest of the kitchen staff what to do and to voice your dissatisfaction with their performance when necessary. If you don't feel comfortable in that type of managerial position, then you need to discuss the issue with your manager.