**Customer Service Representative**

**(CSR)**

**Job Description**

Domino’s CSRs are dedicated to food safety and proper handling of the products used to cook a customer’s perfect meal. CSRs must be able to work in a fast-paced time pressured environment and be able to adjust as the needs of the business shifts.

To be a successful CSR, you should be a committed, communicative team player with excellent time management skills. You must be able to take orders, ring up transactions, serve as a liaison between customer and managerial staff all while keeping the front area of the restaurant clean and always fully stocked. You should be able to prioritize tasks in a busy setting and adhere to all food safety regulations and procedures.

**Customer Service Representative Responsibilities:**

* Greet all Customers politely when they enter or call the restaurant.
* Processing of all orders through the PULSE system to ensure their preparation.
* Monitors ready orders and ensures their prompt delivery to waiting customers.
* Helps expedite and complete orders with all sides and extras included in order.
* Upsells in store promotions, when applicable.
* Processes credit card and debit card transactions.
* Listens to and resolves customer complaints, suggestions, and inquiries.
* Ensuring all food safety guidelines are followed.
* Dating, rotating, and storing all products according to Domino’s Standards.
* Prep all products according to Domino’s Standards.
* Maintaining proper temperature of products while prepping.
* Maintaining Sanitation of prep area and any where food may be exposed to.
* Know Domino’s Recipes and Specs.
* Check Makeline and Cut table for readiness at the beginning of each shift.
* Check all temperatures of refrigeration units and bins.
* Understand the importance of time restraints and be able to work swiftly for 2-4 hours at a time.
* Properly portion and itemize products in accordance with Domino’s Standards.
* Properly Dock and Stretch dough in accordance with Domino’s Standards.
* Work in an assembly line configuration.
* Re-Dating all products moved to in-use status.
* Communicate with other station team members on needs.
* Maintaining Sanitation and cleanliness of makeline and cut table.
* Restocking makeline bins and cabinets as business allows/needs.
* Quality checking each product during baking and during boxing for accuracy to Domino’s Specs.
* Sweeps floor regularly and mops when needed or when lobby has closed.
* Cleans windows on the front doors and throughout the lobby to remove fingerprints and dirt.
* Cleans outside of Coke Machines regularly on shift.
* Restocks Coke Machines, dipping cups, and napkins when needed.
* Cleans outside of Reach in Cooler when needed.
* Cleans make line rail and cabinets at close.
* Setting production area back up at close for next day business.
* Cleans and restocks employee restroom when needed.
* Reporting any hazards and maintenance needs.

**Customer Service Representative Requirements:**

* Minimal work experience. 1 year restaurant experience a plus
* Strong problem solving and communication skills.
* Texas Certified Food Handlers Certificate required.
* Exceptional time management skills.
* Can follow directions and help to achieve goals.
* Can follow a schedule, be on time, wear proper uniform, and work swiftly with smart hustle.
* Can communicate effectively with a variety of clientele.
* Able to understand and work with numbers.
* Able to read on a computer screen
* Able to memorize topping and product codes.
* Ability to stand or walk for 6–8-hour shifts and lift at least 50 pounds.
* Shows pride and accuracy in their work
* Willingness to comply with all food safety procedures.
* Detail-Oriented and hard working
* Must be Coachable.

**Education and Experience**

A high school diploma or equivalent is a plus but not required. Candidates for this position do not need prior experience as relevant training is provided on the job in order to learn employer-specific functions such as how to operate the PULSE system and to learn information about menu items. Sales experience is a plus. Customer service experience does help when greeting customers, answering potential inquiries, and handling complaints, though this also is not required. A positive attitude is a must.

**Work Environment**

A Domino’s CSR prepares a large volume of product and serves a large volume of people over every shift, which can be taxing. Standing for long periods of time while assembling meals or taking orders may contribute to back strain and foot problems. Because we are working with food, frequent hand sanitization is another expectation. The environment is warm, bustling, and potentially very noisy. The environment of a Domino’s restaurant is populated by triple stack conveyor belt ovens, multiple warming shelves and carts on wheels which can lead to injury.

Team Member: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Manager: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Director of Operations: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_