

DOLLYWOOD POSITION DESCRIPTION

Cook
Job Title

Foods
Division

Team Leader
Reports To

February 6, 2012
Review Date

SV202S
Job Class

2
Grade

I. Job Duties/Position Exists To Perform:

1. Responsible for food preparation, storage, product rotation, and wholesomeness which comply with expected Dollywood quality, quantity, presentation, and state health code requirements.
2. Job functions include, but are not limited to, maintaining company standards on recipes, taking food temperatures and recording them, minimizing waste, follow proper procedures for inventory, portion control, ordering, scheduling and maintaining work area cleanliness.
3. Employees should be prepared to perform other duties, such as operating equipment to perform job duties, maintaining proper sanitation, scrubbing, sweeping, mopping, trash removal, etc.
4. Management reserves the right to change and/or add to these duties.

II. Guest Excellence

1. Greeting each guest with a cordial greeting.
2. Treating each guest as an individual.
3. Provide continuous service and attention to details:
 - a. Guest satisfaction

III. Employee Excellence/Expectations

1. Costumes are to be neat, clean and appropriately worn at all times while on Park.
2. Personal hygiene is very important.
3. Work schedules will vary. Employees must be available to work various and flexible hours.
4. Employees may be asked to work past their scheduled shift. On slow days employees may be sent home after 3 hours or called off for the day.
5. Employees must be available and willing to work at different locations on Park.
6. Employees may be using equipment such as, but not limited to, knives, slicers, ovens, smokers, warmers, grills, tilt skillets, kettles, mixers, buffalo chopper, dollies, rolling racks, dishwasher, brooms, mops, etc.

IV. Job Satisfaction/Development

1. Employees are expected to be able to answer guest questions concerning Park layout and menu item availability.
2. Responsible to assist all kitchen staff in proper operation.

V. Safety

1. Understand and practice safe food handling at all times.
2. Be an active participant in safety issues relating to personal safety and the safety of fellow hosts and guests.

VI. Profit and Contribution

1. Follows all procedures/standards affecting Foods financial standing such as recipe compliance, portion control, suggestive selling, clocking in/out properly, and completion of tasks in a timely and accurate manner.

VII. Personality/Attitude Requirements:

1. Able to project Dollywood's image by being genuinely friendly and caring and by taking pride in their work.
2. Must be self-motivated and disciplined.
3. Must be able to prioritize and complete work assignments on a timely basis.
4. Must maintain strict confidentiality and judgment regarding privileged information.
5. Must display and live out Servant Qualities by being: patient, kind, humble, respectful, selfless, forgiving, honest and committed.
6. Must be willing to constantly/improve.
7. Must have professional appearance with good personal hygiene.
8. Must promote and support a "team" work environment by cooperating and helping co-workers.
9. Must adapt to changes easily.
10. Must tolerate a fast-paced, hectic environment.

11. Must show appreciation to others.
12. Must be sensitive to the needs of our Guests and feel empowered to take action to meet their needs within company guidelines.
13. Positive, enthusiastic attitude toward job, fellow employees and guests.
14. Honest and dependable.
15. Organized.
16. Have a sense of urgency.
17. Cooperating with fellow employees and guests to create a pleasant work environment.

VIII. Education/Experience/Skill Requirements

1. Basic speaking, reading and writing skills in English needed to fulfill job requirements.
2. Ability to read/understand written instructions and company policies/procedures.
3. Previous experience is required.
4. Must be 18 years of age.

IX. Essential Functions Necessary to Perform Job Duties:

1. Able to display and live out Servant Qualities by being: patient, kind, humble, respectful, selfless, forgiving, honest and committed.
2. Able to hear, see and speak.
3. Able to speak, read and write English.
4. Able to smile and make eye contact to make a friendly impression when greeting guests, vendors and other employees.
5. Able to have manual dexterity necessary to complete all job duties.
6. Able to sit and/or stand for long/short periods.
7. Able to maintain good personal hygiene.
8. Able to get along with other employees to work out problems and resolve conflicts. (Able to work cooperatively with others.)
9. Able to comprehend instructions and retain information.
10. Able to maintain dependable work attendance and flexibility with assigned work schedules including any required overtime, evenings, weekends and holidays.
11. Able to tolerate a fast-paced, hectic environment.
12. Able to be flexible to handle frequent changes in priorities.
13. Able to prioritize tasks and complete assignments on time.
14. Able to report to work without being under the influence of or smelling of alcohol.
15. Ability to move about in confined areas.
16. Ability to lift and carry various weights up to 50 pounds to keep area stocked throughout shift.
17. Able to stand, balance, kneel, stoop and bend to maintain clean work environment and serve guests. Ability to walk or stand for long periods of time.
18. Ability to see near and far to safely operate equipment and negotiate work environment.
19. Able to reach high and low to get supplies.
20. Able to have finger movement to do detailed work, run a register or guest check system, calculator, etc.
21. Able to listen and speak to be able to communicate.
22. Able to sweep and mop.
23. Able to smile and make eye contact.
24. Able to make decisions by analyzing information allowing on-the-spot correction of guests concerns.
25. Ability to recall information.
26. Ability to hear directions and follow verbal instructions.
27. Ability to tolerate extreme heat, extreme cold, and humidity necessary to work in kitchens, walk-ins, freezers, climate changes and work outdoors.
28. Ability to tolerate detergents and chemicals such as, but not limited to, dish liquids, bleach, Tide, degreaser, oven cleaner and other chemicals necessary to clean/sanitize equipment and environment.
29. Ability to handle hectic situations arising from accommodating a large number of guests at one time, changes in work schedule and job assignments.
30. Ability to work with others in a friendly, positive manner.
31. Able to maintain dependable work attendance and flexibility with assigned work schedules including any required overtime, evenings, weekends and Holidays.
32. Ability to perform other duties as assigned.