

Appendix 1: Sample True Blue Crew Member Job Posting

Culver's is looking for new True Blue Crew Members!

Job Summary:

As a Culver's True Blue Crew Member, you will have the opportunity to work with a positive team focused on providing a place to grow, learn and develop. Whether it's greeting guests at the door, taking orders behind the counter or delivering outstanding service throughout our restaurants, these are the people who bring our hometown hospitality to life each and every day.

Location: Your Local Culver's

Work Status: Full Time/Part Time Available

Shift: First (Day), Second (Afternoon), Third (Night) Available

Pay: \$12.00-14.00 starting

We Offer:

- Competitive wages
- A provided uniform
- Paid time off
- On-the-job training
- 50% meal discounts
- Flexible Hours
- Employee of the Month opportunities (\$100)
- Health Benefits and 401k investment to eligible crew
- And much, much more!

Essential Functions:

1. Consistently provide excellent guest service and hospitality.
2. Demonstrate proper personal hygiene and food safety practices consistently.
3. Maintain a neat, well-groomed uniformed appearance.
4. Follows restaurant policy on attendance, respectful conduct of team members and all other policies consistently.
5. Assist guests with product knowledge and promotional information upon request accurately.
6. Follow company safety standards at all times and look out for the safety of other team members and guests.
7. Demonstrate proper food safety practices by accurately completing the Quality Control/Safe Food Checklist.
8. Handle guest comments promptly and courteously.
9. Perform primary position responsibilities timely and accurately.
10. Perform secondary position responsibilities timely and accurately, after the primary duties are accomplished.
11. Perform back-up support accurately and timely after secondary responsibilities are accomplished.
12. Assist with odd job responsibilities timely, upon manager on duty (M.O.D.) request.
13. Answer the telephone courteously and professionally, within three rings.
14. Prepare quality products while maintaining portion control and presentation within service goal times.
15. Attend all team member meetings.

Qualifications:

- Flexible schedule
- Reading and writing skills required
- Communicates well with guests, team and management
- Maintains a sense of urgency
- Demonstrates trained food safety knowledge
- Dependability
- Loves working as part of a team
- A genuine smile!

Physical Abilities:

- Stand constantly
- Walk constantly
- Sit occasionally
- Handling constantly
- Lift/carry 10 lbs or less constantly
- Lift/carry 11-20 lbs constantly
- Lift/carry 21-50 lbs frequently
- Lift/carry 51-100 lbs occasionally

Team Member Performance Success Factors:

- **COMMUNICATION:** Verbal and written communication is timely, clear, concise; delivers ideas for solutions with problems; communicates well with team members and guests
- **CHANGE MANAGEMENT:** Supportive of change; reacts quickly and appropriately; accepts direction and constructive feedback
- **DECISION MAKING AND PROBLEM SOLVING:** Uses judgment, common sense and sensitivity in addressing issues and seeking solutions to problems and challenges; gathers appropriate information
- **INNOVATION AND CREATIVITY:** Seeks new ways to improve efficiency, effectiveness, quality; offers suggestions and solutions to obstacles and challenges
- **PLANNING:** Organized and able to establish priorities; delivers the desired results; manages multiple deadlines and priorities with a professional attitude; recognizes priorities and responds with a sense of urgency; follows procedures and policies in planning and executing job responsibilities
- **COOPERATION:** Supports fellow team members and is cooperative in providing excellent guest service
- **QUALITY OF WORK:** Delivers quality work on time at the desired standards; performs work duties in support of safety and security policies
- **ACCOUNTABILITY:** Delivers results on time and at the quality level promised; is punctual and ready to begin work assignments; delivers quality work product using resources and time allocated

Appendix 2: Sample Culver's Assistant Manager Job Posting

Culver's is looking for new Assistant Managers!

Job Summary:

If you have a passion for the restaurant industry and desire to serve others, then this job is for you!

Our assistant managers oversee it all, ensuring every True Blue Crew Member moves in sync and every guest leaves happy. They build and lead great shifts, empower team members to grow their skill sets and maintain a positive attitude throughout the restaurant. If you're a natural leader who can rally a team to be its best, we'd love to have you behind our counter.

Location: Your Local Culver's

Work Status: Full Time/Part Time Available

Shift: First (Day), Second (Afternoon), Third (Night) Available

Pay: \$16.00-.18.00 starting

We Offer:

- Competitive wages
- Comprehensive training programs
- Excellent advancement and career opportunities
- A provided uniform
- Paid time off
- On-the-job training
- 50% meal discounts
- Health benefits and 401k investment for eligible crew
- And much, much more!

Essential Functions:

1. Run shifts effectively to ensure quality products, guest service and restaurant cleanliness meet system standards.
2. Consistently ensure guests receive quality products in five minutes or less for in-house orders and four minutes or less for drive-thru orders.
3. Ensure proper product quality control, presentation and hold times according to the Operations Training Manual, Order Assembly.
4. Access financial information and complete weekly sales and labor during their shift.
5. Routinely monitor and coach team on safety best practices related to the Culver's hazard communication program and workplace safety.
6. Empower team to handle guest comments "the Culver's way."
7. Ensure team is knowledgeable concerning products and guest service.
8. Demonstrate and maintain a positive attitude among team members.
9. Demonstrate and ensure proper personal hygiene and food safety practices are maintained in the restaurant.
10. Display timely point of purchase (P.O.P.) materials according to the current marketing campaign.
11. Demonstrate proficiency on all restaurant positions.
12. Provide ongoing development of crew chief and shift leader using the management training checklist.
13. Assist in maintaining an adequate team on each shift to meet labor cost standards.
14. Assist in ensuring proper follow-up of visitation and full field reports, including but not limited to cleanliness, hospitality and ground appearance.
15. Prepare and review daily reconciliation report against daily control totals from cash register system ensuring accuracy.
16. Run financial report, count afternoon drawers, enter drawer pickups and complete daily.
17. Ensure team is cross-trained by the training team effectively.
18. Help identify and develop candidates for the crew chief position.
19. Assist in completing food inventory order accurately, using forecasts and projections based on current restaurant sales.

20. Observe and maintain daily inventory levels accurately, based on current restaurant sales.
21. Delegate and ensure the accurate completion of the Quality Control/Safe Food Checklist and First In-First Out product rotation.
22. Delegate restaurant and equipment cleaning.
23. Direct weekly and monthly odd jobs to team assigning them to daily deployment sheet.
24. Demonstrate positive and effective role modeling for all team members through appearance and attitude.
25. Follow restaurant policies and procedures consistently.
26. Demonstrate and ensure team is following system standards for uniforms and appearance.
27. Attend all manager and team member meetings.
28. Follow and encourage team to follow all restaurant policies and procedures.
29. Check email and extranet twice daily during each shift and responds as necessary.
30. Use radiant for cash counting procedures.

Qualifications:

- **EDUCATION:** High school diploma or GED equivalent. Certified from a national food safety program a plus.
- **EXPERIENCE:** One to two years restaurant experience is preferred.
- **CHARACTERISTICS:** Have the ability to effectively organize work, communicate well and be management oriented; be knowledgeable in all aspects of business and show good judgment; demonstrates an energetic, positive attitude that is contagious; enjoys going the extra mile for the team
- **COMPENSATION:** Salary is commensurate with person's qualifications and will reflect present market for a person of similar responsibilities.

Physical Abilities:

- Stand constantly
- Walk constantly
- Sit occasionally
- Handling constantly
- Lift/carry 10 lbs or less constantly
- Lift/carry 11-20 lbs constantly
- Lift/carry 21-50 lbs frequently
- Lift/carry 51-100 lbs occasionally

Management Leadership Success Factors:

- **COMMUNICATION:** Verbal, written, presentations to others; communication up – same level – direct reports; inclusive, honest, direct, timely; clear, concise; confronts the brutal facts; delivers ideas for solutions with problems
- **CHANGE MANAGEMENT:** Taking initiative, supportive of change; reacts quickly and appropriately; sets a good example as a role model in accepting change, executing change initiatives and following through to insure changes are effective
- **DECISION MAKING AND PROBLEM SOLVING:** Uses judgment, common sense and sensitivity in addressing issues; gathers appropriate information and seeks input from cross-functional team members; collaborates with others to ensure that decisions are made with consideration for impact on others; makes timely and fair decisions; able to make tough decisions when necessary
- **INNOVATION, CREATIVITY AND VISION:** Seeks new ways to improve efficiency, effectiveness, quality; achieves extraordinary results with ordinary resources
- **PLANNING (short and long term):** Organized and able to establish priorities, required resources; delivers the desired results; manages multiple deadlines and priorities; ensures that planning involves cross-functional team members to assess impact of deadlines and utilization of resources
- **ORGANIZATIONAL RELATIONSHIPS:** Builds effective relationships with both external (guests and vendors) and internal (team members) stakeholders, and between levels, teams and across functions; supports and cooperates with other teams, negotiates and has the ability to influence others
- **BUILDS AND SUSTAINS A HIGH-PERFORMANCE TEAM:** Selects the right people for the right job; develops team members, provides training and development to support their success; empowers team members to make decisions while minimizing risks; provides measurable feedback in a timely manner; retains valuable talent and builds the effectiveness of the team as a whole; plays like a champion
- **ACCOUNTABILITY:** Walks the talk; delivers results on time and at the quality level promised

Appendix 3: Sample Culver's General Manager Job Posting

Culver's is looking for new General Managers!

Job Summary:

If you have a passion for the restaurant industry and desire to serve others, then this job is for you!

Our general managers oversee it all, ensuring every True Blue Crew Member and assistant manager moves in sync and every guest leaves happy. They provide leadership for the management team, empower team members to grow their skill sets, maintain a positive attitude and are willing to jump in and assist in any task throughout the restaurant. If you're a natural leader who can rally a team to be its best, we'd love to have you behind our counter.

Location: Your Local Culver's

Work Status: Full Time

Shift: First (Day), Second (Afternoon), Third (Night) Available

Pay: \$18.00-23.00 starting

We Offer:

- Competitive wages
- Comprehensive management training programs
- Excellent advancement and career opportunities
- A provided uniform
- Paid time off
- 50% meal discounts
- Flexible hours
- Health benefits and 401k investment for eligible crew
- And much, much more!

Essential Functions:

1. Lead the management team in morale and motivation for the rest of the team and provide management training as necessary.
2. Conduct hiring processes for the management team and True Blue Crew.
3. Run shifts effectively to ensure quality products, guest service and restaurant cleanliness meet system standards.
4. Consistently ensure guests receive quality products in five minutes or less for in-house orders and four minutes or less for drive-thru orders.
5. Ensure proper product quality control, presentation and hold times according to the Operations Training Manual, Order Assembly.
6. Access financial information and completes weekly sales and labor during their shift.
7. Routinely monitor and coach team on safety best practices related to the Culver's hazard communication program and workplace safety.
8. Empower team to handle guest comments "the Culver's way."
9. Ensure team is knowledgeable concerning products and guest service.
10. Demonstrate and maintain a positive attitude among team members.
11. Demonstrate and ensure proper personal hygiene and food safety practices are maintained in the restaurant.
12. Display timely point of purchase (P.O.P.) materials according to the current marketing campaign.
13. Demonstrate proficiency on all restaurant positions.
14. Provide ongoing development of crew chief and shift leader using the management training checklist.
15. Maintain an adequate team on each shift to meet labor cost standards.
16. Ensure proper follow-up of visitation and full field reports, including but not limited to cleanliness, hospitality and ground appearance.
17. Perform daily morning, afternoon and evening restaurant tours.
18. Prepare and review daily reconciliation report against daily control totals from cash register system ensuring accuracy.
19. Run financial report, count afternoon drawers, enter drawer pickups and complete daily.

20. Ensure team is cross-trained by the training team effectively.
21. Complete food inventory order accurately, using forecasts and projections based on current restaurant sales.
22. Observe and maintain daily inventory levels accurately, based on current restaurant sales.
23. Ensure shelf life, rotation of inventory and tempering sheet is maintained.
24. Delegate and ensure the accurate completion of the Quality Control/Safe Food Checklist and First In-First Out product rotation.
25. Complete end-of-the month inventory procedures accurately.
26. Demonstrate positive and effective role modeling for all team members through appearance and attitude.
27. Follow restaurant policies and procedures consistently.
28. Demonstrate and ensure team is following system standards for uniforms and appearance.
29. Attend all manager and team member meetings.
30. Follow and encourage team to follow all restaurant policies and procedures.
31. Check email and extranet twice daily during each shift and responds as necessary.
32. Use radiant for cash counting procedures.

Qualifications:

- **EDUCATION:** College graduate with a degree in hotel and restaurant management or equivalent experience. Certified from a national food safety program.
- **EXPERIENCE:** Two to four years experience in a supervisory position; restaurant experience is preferred.
- **CHARACTERISTICS:** Have the ability to effectively organize work, communicate well and be management oriented. Be knowledgeable in all aspects of business and show good judgment. Demonstrates an energetic, positive attitude that is contagious. Enjoy going the extra mile for the team.
- **COMPENSATION:** Salary is commensurate with person's qualifications and will reflect present market for a person of similar responsibilities.

Management Leadership Success Factors:

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