

# role profile | team member

what do you do in wagamama?

be the one who makes every customer feel welcome be the one who creates brilliant customer experiences.  
have expert knowledge of the wagamama menu and be the face of wagamama be the person that customers remember!

area	actions	how we recognise a brilliant team member
brand values	<ul style="list-style-type: none"> <li>- display wagamama values by being honest, brilliant and different while performing your duties</li> <li>- understand and follow the 10 points of service - and deliver these in your own style</li> <li>- smart and tidy uniform</li> <li>- it's part of our identity</li> <li>- always be friendly and welcoming to maintain the wagamama ethos of serving fresh and nutritious food in an elegant yet simple setting with helpful, friendly service that offers value for money - be positive when dealing with customers and team</li> </ul>	<ul style="list-style-type: none"> <li>- high levels of energy in the restaurant</li> <li>- retains own personality while performing duties</li> <li>- friendly, welcoming attitude towards customers and other team members</li> </ul>
brilliant food	<ul style="list-style-type: none"> <li>- learn the spec for each of the dishes to ensure that it is correct before delivering the order to the customer's table</li> <li>- learn the names and associated numbers of each of the dishes on the wagamama menu</li> <li>- take pride in each plate of food you serve your customers - develop your knowledge and understand the ingredients/flavours of our food and how to effectively describe these to customers - encourage customers to try new dishes on the menu and make them aware of any specials or changes to the menu</li> </ul>	<ul style="list-style-type: none"> <li>- shows interest in learning about kitchen operations</li> <li>- has learnt all the names and numbers of the dishes</li> <li>- quickly spots if food is not according to spec and informs foh manager</li> </ul>
brilliant customer experience	<ul style="list-style-type: none"> <li>- able to read customers' needs and adjust style of service according to individual customers' needs</li> <li>- effectively deal with customer queries in a friendly way - develop knowledge of allergies and suggest alternatives dishes - communicate with customers in a clear, effective, friendly way - be aware of the importance of your role and the influence this will have on a customer's perception of the wagamama brand - enhance customer's experiences in the restaurants by offering additional side dishes using effective suggestive selling techniques - make customers aware of new items on the menu or changes to any of the dishes</li> <li>- work at required speed during service to ensure customers are served promptly and waiting times kept to a minimum - remain calm under pressure</li> </ul>	<ul style="list-style-type: none"> <li>- right from initial contact with customers, makes a real effort to understand their needs and adjust to style of service to theirs</li> <li>- is patient with customers and takes time to explain menu and how (and why) wagamama does the things we do - lets customers know that nothing is too much trouble for them</li> <li>- customers return to the restaurant because of the brilliant levels of service received</li> </ul>
brilliant people and teams	<ul style="list-style-type: none"> <li>- look for ways to help other people in the team to be brilliant</li> <li>- work well with other team members effectively to ensure each shift runs smoothly</li> <li>- show a natural pride in your work and look at how things could be improved</li> <li>- quickly communicate any problems during the shift to the manager</li> <li>- accept responsibilities of the role</li> <li>- listen to feedback from managers on performance and make necessary improvements</li> <li>- gain trust and support from others in the team</li> </ul>	<ul style="list-style-type: none"> <li>- has integrated well into the team - shows a commitment to maintaining wagamama standards and helps other team members who may need help and support</li> <li>- has natural ambition, wants to make most of the career opportunities available in wagamama</li> </ul>
results delivery	<ul style="list-style-type: none"> <li>- good knowledge of wagamama work safe policies and procedures</li> <li>- work with team to pass all mystery diner audits</li> <li>- deliver brilliant service to encourage great customer feedback</li> <li>- able to react quickly to changes in service and adjust to pace as required</li> <li>- able to increase average spend per head in restaurants</li> <li>- achieve targets set by manager</li> <li>- work with the team to ensure the restaurant is maintained and cleaned to the highest standards</li> </ul>	<ul style="list-style-type: none"> <li>- receives positive feedback from customers</li> <li>- passes all mystery diner audits</li> <li>- passes all internal qscd audits</li> <li>- understand and complies with all company policies and procedures</li> </ul>