



## **JOB DESCRIPTION**

### *Carhop*

#### **Carhop:**

Serves and delivers quality food in a clean, safe, and efficient manner so that guests will have an enjoyable experience at the Sonic Drive-In.

#### **Essential Job Duties:**

- Ensures that temperature, packaging, appearance, presentation, and service of all menu items meet operational standards.
- Carries and balances a tray weighing up to 25 pounds.
- Greets all guests in a polite and friendly manner with a smile.
- Delivers and serves quality food and beverages to guests at each delivery point (cars parked in stalls and patio) in a timely manner.
- Displays the importance of placing guests' needs first on a consistent basis.
- Responds to guests requests in a respectful manner. Promptly reports complaints to a member of the drive-in management team.
- Makes accurate change quickly and efficiently.
- Clears trays and trash from guests' cars, patio, Drive-Thru parking lot and property.

#### **Additional Duties:**

- Wears required uniform and appropriate personal protective equipment as outlined in the Sonic Drive-In operations manual.
- Performs other job related duties as assigned or required including, but not limited to, preparing drinks, ice cream menu items or taking guests orders when necessary.

#### **Qualifications and Job Requirements:**

Effective communication skills

Basic math and basic reading skills

Ability to follow directions

Ability to work irregular hours, nights, weekends and holidays

Complies with all Sonic Drive-In policies and procedures, and all health and sanitation laws and regulations

Successfully completes and follows requirements of all STAR certification and other Sonic Drive-In training programs.

Continuous standing, bending, stooping, lifting, stretching and frequent over-head lifting will be required when staging, preparing or packaging menu items and/or cleaning.

Frequent moving in and out of drive-in when delivering food.

General knowledge and understanding of the restaurant industry or retail operations preferred, but not required.

#### **Working Environment:**

Exposure to extreme temperatures based on variable weather conditions.