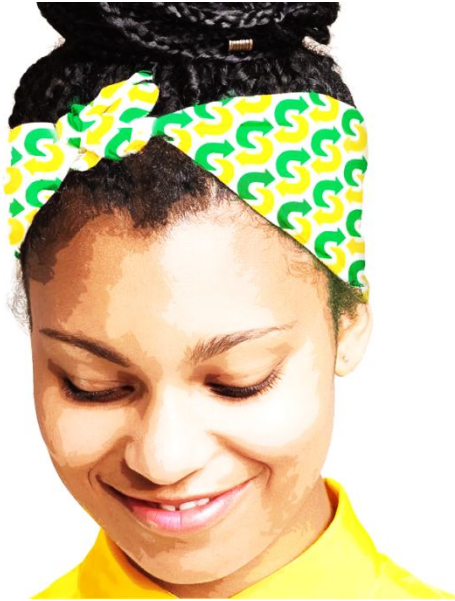


Roles & Responsibilities

Sandwich Artist® is an employee who has mastered the skills necessary to create a "picture perfect" Sub each and every time, has outstanding customer service skills, and is knowledgeable about all Subway® products. All employees receive training in the areas of sandwich preparation, food preparation, baking, packaging, and customer service. Sandwich Artists™ are not limited to one area of responsibility or expertise; instead they are a "Jack of all Trades."

The duties and expectations for a Sandwich Artist include:



Personal standards and approach to work

- Appearance is smart and clean at all times

Standards at work and initiative

- Maintains high standards of cleanliness throughout the sandwich shop
- Regularly travel around the store checking the interior and exterior areas
- Follow and action the cleaning checklist
- Is aware and follows the correct Health & Safety procedures
- Food is prepped in a correct and timely manner
- Knowledgeable about all the products, promotions and services we provide
- Monitors food quality

Customer Focus

- Always smiles and gain eye contact with customers
- Welcomes customers using a friendly, sincere greeting, creating a positive first impression
- Create a positive ambience for customers coming into the customer areas e.g. music set at the correct volume, positive customer interaction
- Handles basic customer complaints professionally and efficiently and demonstrates effective customer recovery skills

Team work & Communication

- Communicate with the store manager to ensure our service and cleanliness standards are maintained
- Always polite to team members and customers
- Help team members in all areas of the sandwich shop

Work Shifts and Schedules

Your work schedule will be posted in advance of the work week - how far in advance will depend on the specific policy of your restaurant. You are expected to be on time for all your scheduled shifts and to be in full uniform ready to start work before clocking in.

At the end of your shift, you are expected to clock out. It's important that you clock in and out at every shift to ensure your time is correctly recorded for each pay period. At no time should you have another employee clock in or out for you.

If you will be late for your scheduled shift or are unable to work your scheduled shift, telephone your manager or person in charge as soon as possible (at least 4 hours before). Remember that you are part of a team and your actions affect others. All changes to the posted schedule must be approved by your manager or the Area Manager.

If you need to book time off for a holiday at least one-month notice must be given and authorised before any travel is booked.

Unacceptable Behaviour

At Subway® restaurants we pride ourselves on hiring honest, hardworking people like you in order to foster a positive and fun teamwork environment.

Please note that in some instances, however, employment with Subway® restaurants can be terminated without written notice. Examples of unacceptable behaviour that would result in immediate termination include:

- ☒ Theft of company or co-workers' property
- ☒ Excessive tardiness or absenteeism
- ☒ Verbal or physical abuse of a guest or co-worker
- ☒ Possession or use of illegal drugs or alcohol at work
- ☒ False statement on employment application
- ☒ Violation of company policies and procedures
- ☒ Unlawful discriminatory or harassing behaviour

Smoking Policy

Smoking is prohibited throughout the entire workplace and close vicinity. This includes stairwells, front & back entrances. There are no additional smoking breaks and if you wish to smoke in your allocated break, you need to distance yourself from the business. Remove your hat, apron and cover your shirt with a coat. You do not want your uniform smelling of smoke or to associate the brand with smoking.

Smoking equipment such as lighters, matches and cigarettes must not be placed in the customer area, restroom, Front of House or Back of House, or on the prep table where food is prepared. Smoking equipment should only be in the employee's property. Smoking equipment should remain with the employee's property and out of sight of all customers and other employees.

