

# **KILWINS** *Team Member Job Description*

**Primary Job: Create enjoyment and make guests happy**

## **Exceptional Customer Service**

- We are in the people business; treat our guests like they matter
- Smile, make eye contact, and greet each guest personally
- Let guests know you care
- Engage in conversation with guests
- Go the extra mile whenever possible
- Sampling

## **Enlightened Hospitality**

- Make the guest feel like you're on their side
- Make the guest feel like you did something for them
- Customize the experience for each guest
- The guest will remember how you make them feel more than anything else
- The guest may not always be right, but they should always be heard

## **Performance**

- Positive attitude
- Take initiative
- Be assertive
- Product knowledge
- Friendly, outgoing personality
- Do your best

## **Team Unity**

- Treat others like you want to be treated
- Open communication
- Zero gossip
- Shared purpose
- Servant mentality

## **Development**

- Attend team meetings
- Participate in training as requested

