



Grains of Montana

Grains of Montana  
926 Grand Avenue  
Billings, MT 59102

## Advice to Applicants

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Thank you for your interest in working with us. We think you will find our approach to hospitality to be different from that of other operators in the market and we think this is the secret of our success. We are not just another foodservice company, and we are not looking for just another job applicant. This letter will give you some ideas of what to expect and how to proceed from here. Be sure to fill it out completely, even if you enclose a resume. If a question does not apply to you, mark it "NA" so we know you didn't avoid the answer. Foodservice is a business of details, and we will only consider people who share our concern about the importance of handling all the small points.

Our company has the following hiring goals:

**1. TO EARN A REPUTATION AS THE BEST EMPLOYER IN THE AREA**

We will hire the most qualified people we can find. We will support their development both within and outside the organization. We will talk to them, listen to them, learn from them, and demand a lot from each of them. We will enjoy a high retention rate (over 80%). We believe that only happy and professional staff can give the level of personal service we demand. We see an investment in people to be a worthy investment in the future of the company.

**2. TO OPERATE THE MOST SUCCESSFUL OPERATIONS IN THE MARKET**

Our operations will be exciting, diverse and profitable. We will consistently deliver on our service guarantee of "a great time every time" and foster high professional standards. We will provide great service - the unique and powerful sort of personal care and attention that our guests will tell others about. We will win the various local polls that are a measure of our position and regard in the market. We will develop a loyal repeat business. We will find out what our guests want and be sure they are getting it. We will maintain rigid sanitation standards.

**3. TO BE A MODEL FOR OPEN, PARTICIPATORY BUSINESS**

Our industry cannot get where it needs to go doing business the way we've always done it. The industry needs a new model and we are willing to be that model. We will involve our staff in all areas of policy-making. We will always move in the direction of common sense structure, greater professionalism and a more pleasant work environment! We will strive to make your work experience here enjoyable!

1. We will verify all information you give us on the application. Any false or misleading statements will disqualify you from consideration, no matter how talented you may be. Please understand that we are not as concerned with what you tell us, as we are that you give us the truth. Honesty is always the best policy . . . especially if you hope to become part of our team.

2. We are committed to maintaining a drug-free workplace. This means that we do not tolerate the possession of drugs or alcohol on the premises nor do we permit our staff to work under the influence of drugs or alcohol.

3. Read the final statement on the application carefully before you sign it. If you have any questions, please ask them before you give us your application. We will not consider unsigned applications.

Thank you again for your interest and your time.

# Job Descriptions

## PREP

**Responsibilities:** Daily preparation of all raw products to be served on burrito line by following recipes and procedures properly. If prep position does his/her job properly, burrito line and Cashiers are able to complete their jobs properly and fulfill all guest requests.

**Necessary Traits/Skills:** Multi-tasking and working independently are a must. The right candidate will be able to notice restaurant trends and adjust accordingly by using tools and training available to them. Must be able to follow recipes and procedures exactly and consistently. Must be able to lift & carry 30-40 lbs throughout a shift. Prior experience and familiarity with kitchen equipment and tools are helpful but not necessary.

**Other information:** A good Prep Person is essential for a successful restaurant. The right candidates will be able to adjust according to business to help out co-workers where/when necessary. Observation of trends and open mindedness are traits of most successful candidates. The right candidate will take satisfaction from a job well done regardless of guest affirmation; this is a position that's noticed most when the job is done incorrectly.

## SANDWICH/PIZZA LINE

**Responsibilities:** Consistently fulfilling all guest orders as fast and accurately as possible. Contributes greatly to guest satisfaction and good customer service through a lot of customer interaction throughout the shift.

**Necessary Traits/Skills:** Must enjoy working with one's hands in a food-prep environment. The right candidate will thrive in a fast-paced environment and will handle high-stress situations with a smile. Teamwork is a must and communication with co-workers is essential. Must take pride in the finished product and must enjoy "wowing" guests with high food quality and first rate customer service. Must be able to spend several hours on one's feet.

**Other information:** Accuracy, Speed, and Customer Service all done Consistently are the most important aspects of this position. Prior experience helpful, but not necessary for candidates with the right attitude.

## SERVER

**Responsibilities:** Servers are the face of the restaurant. Don't let the job title confuse you. They are responsible for not only taking orders and entering them accurately and quickly, but they must also provide superb customer service by greeting guests, communicating with each guest in a friendly professional manner and maintaining a pleasant environment in the dining room.

**Necessary Traits/Skills:** Must be well groomed and bring a great attitude to work every day. The right candidates will delight in providing legendary customer service and will consistently exceed guests' expectations in all aspects. Prior experience with Point of Sales Systems, Bar Equipment, and Smoothie Equipment are helpful but not necessary. Punctuality, reliability, and a good attitude are the most important attributes to successful Servers. Must be able to spend several hours on one's feet throughout a shift.

**Other information:** If a guest makes a request, Servers must take personal responsibility to ensure that all guest requests are met and all expectations are exceeded.



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# Application for Employment

## ABOUT YOU

Name \_\_\_\_\_ Nickname \_\_\_\_\_

Social Security No. \_\_\_\_\_ - \_\_\_\_\_ - \_\_\_\_\_

Home Phone \_\_\_\_\_ Mobile Phone \_\_\_\_\_

Home Address \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

Do you have reliable transportation to meet any scheduled shift? \_\_\_\_\_

Have you worked for us before? \_\_\_\_\_ If so, under what name? \_\_\_\_\_

List any friends or relatives working for us? \_\_\_\_\_

Do you have a valid driver's license? State \_\_\_\_\_ License No. \_\_\_\_\_

Is there any reason why you could not perform all physical aspects of this job (including the ability to lift up to 50 lbs.)? \_\_\_\_\_ If yes, please provide details on last page.

Describe any activities you enjoy or clubs/associations you participate in:

\_\_\_\_\_

How did you hear we were hiring? \_\_\_\_\_

## ABOUT THE JOB

For what position are you applying? \_\_\_ Server; \_\_\_ Line Cook; \_\_\_ Prep

Salary Requirement: \$ \_\_\_\_\_ per \_\_\_\_\_

Which do you prefer?  full time work  part time work.

If part time, how many hours & days per week do you want to work?

Hours per week: \_\_\_\_\_ # of Days per week: \_\_\_\_\_

When are you **NOT** available to work for us?

	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
List the times you are not able to work each day							

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## ABOUT YOUR WORK EXPERIENCE

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(PLEASE START WITH YOUR MOST RECENT POSITION)

**COMPANY** \_\_\_\_\_ Mo/Yr Hired \_\_\_\_\_ Mo/Yr Left \_\_\_\_\_  
Job Title \_\_\_\_\_ Reason for Leaving \_\_\_\_\_  
Starting Salary: \$ \_\_\_\_\_ per \_\_\_\_\_ Final Salary: \$ \_\_\_\_\_ per \_\_\_\_\_  
Supervisor's Name \_\_\_\_\_ Position \_\_\_\_\_ Phone ` \_\_\_\_\_  
Major Responsibilities \_\_\_\_\_

**COMPANY** \_\_\_\_\_ Mo/Yr Hired \_\_\_\_\_ Mo/Yr Left \_\_\_\_\_  
Job Title \_\_\_\_\_ Reason for Leaving \_\_\_\_\_  
Starting Salary: \$ \_\_\_\_\_ per \_\_\_\_\_ Final Salary: \$ \_\_\_\_\_ per \_\_\_\_\_  
Supervisor's Name \_\_\_\_\_ Position \_\_\_\_\_ Phone ` \_\_\_\_\_  
Major Responsibilities \_\_\_\_\_

**COMPANY** \_\_\_\_\_ Mo/Yr Hired \_\_\_\_\_ Mo/Yr Left \_\_\_\_\_  
Job Title \_\_\_\_\_ Reason for Leaving \_\_\_\_\_  
Starting Salary: \$ \_\_\_\_\_ per \_\_\_\_\_ Final Salary: \$ \_\_\_\_\_ per \_\_\_\_\_  
Supervisor's Name \_\_\_\_\_ Position \_\_\_\_\_ Phone ` \_\_\_\_\_  
Major Responsibilities \_\_\_\_\_

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I certify the information above is complete and accurate to the best of my knowledge. I authorize the individuals, companies and agencies concerned to provide this company and its agents with all information necessary to verify the statements I have made in this application and I release them from any liability for so doing. I understand I must receive satisfactory references from previous employers before an offer of employment can be made. I understand that incomplete or unsigned applications will not be considered and that false, incomplete or misleading statements are grounds for my immediate discharge. I understand that any offer of employment is contingent upon proving my identity and documenting my right to work. I understand these policies cannot be changed except in writing.

Signature \_\_\_\_\_

Print Name \_\_\_\_\_ Date \_\_\_\_\_