

Career Guide Q&A

Quick Service Restaurant Crew Member

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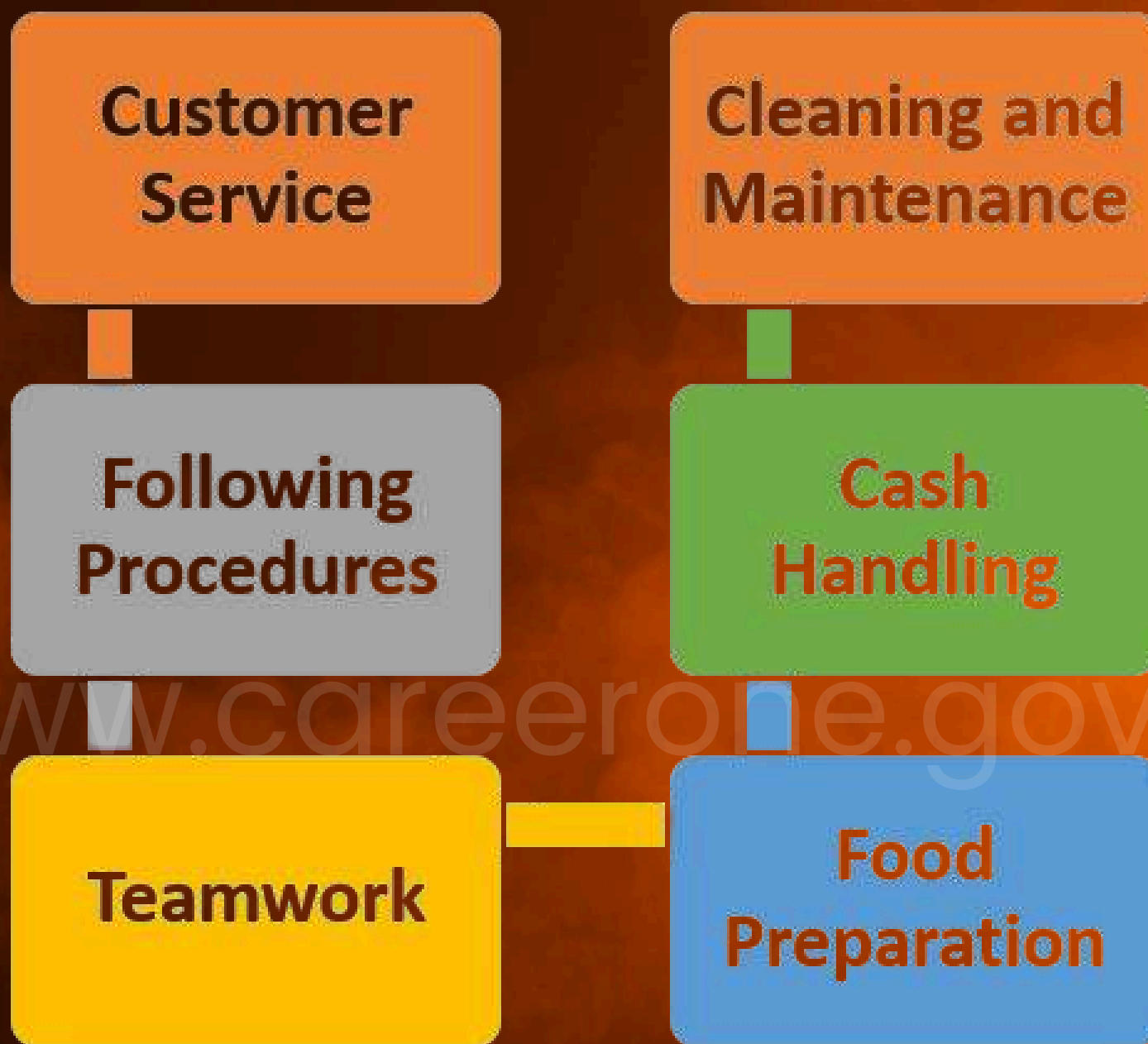


A **Quick Service Restaurant (QSR) Crew Member** is responsible for providing fast, friendly, and efficient service in a fast-food setting. Duties include taking customer orders, preparing and serving food, handling payments, and maintaining cleanliness. Crew members often rotate between roles such as cashier, cook, and service staff. Strong teamwork, communication skills, and a focus on customer satisfaction are essential for success in this role.



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What Does a QSR Crew Member do?



What are the monthly salaries?

In Sri Lanka, Quick Service Restaurant (QSR) Crew Members typically earn between LKR 30,000 and LKR 80,000 per month, depending on the employer, experience, and location.

Pizza Hut

- Salary Range: LKR 30,000 – LKR 75,000/month

McDonald's

- Salary Range: LKR 35,000 – LKR 40,000/month

Domino's

- Salary Range: LKR 3,000 – LKR 70,000/month

KFC

- Salary Range: LKR 19,000 – LKR 21,000/month

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Entry Qualification for the Job?

- **Educational Qualifications:**

G.C.E. Ordinary Level (O/L) pass, especially in basic subjects like Mathematics and Language.

- **Age Requirement:**

Usually 18 years and above (Some establishments may hire part-time workers aged 16+ with parental consent, depending on local labor laws).

- **Language Skills:**

Basic proficiency in English or the local language to communicate with customers and team members.



What are the **Job Positions** in the Field?

- Crew Member
- Cashier
- Kitchen Assistant
- Barista
- Team Leader / Shift Leader
- Supervisor
- Assistant Manager e.
- Restaurant Manager
- Area / District Manager
- Corporate Staff



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What **Key Skills** Needed?

- Customer Service Skills
- Communication Skills
- Teamwork
- Multitasking
- Time Management
- Attention to Detail
- Basic Math Skills
- Physical Stamina
- Problem-Solving
- Adaptability



Where They Work?



Fast Food
Restaurants



Bakery & Pastry Shops



Food Courts



Takeaway Counters



Franchise Outlets



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For More Information

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