



Can I apply from a phone or tablet?

Yes, Red Lobster's online application system is now mobile-enabled and responsive. (Please see the following question for more details as to what web browsers are accepted.)

What type of web browser is recommended?

The following web browsers are supported.

- Internet Explorer: 9.0, 10.0, 11.0
- Firefox: 5.0
- Safari: 8.0, 9.0
- Chrome: 43
- Android: 4.1, 5.0
- iOS: 8.0, 9.0

If you are having trouble with the application process, ensure that you have the most current operating system and browser patches. You may also access from a public system such as a library, school, or other method.

Why do I need to create an account?

You will need to create an account in order to apply for a position. It is important that you remember what you select for your account information (email and password). Do not share your password or account with anyone.

What if I forget my email address or password?

Red Lobster is not able to help with providing the account information. There is not a way to retrieve your email address. However, to retrieve your password, simply click on the 'Forgot your password?' link. You will receive an email which will instruct you on how to update the system with a new password.

What if I do not get the email from the 'Forgot your password?' link?

Please look for an email from Password_Security@trm.brassring.com.

Application Process FAQs



I cannot find the positions to a specific location.

When trying to narrow your search for a position, it is important that you do the following:

1. First ensure you are typing in the **entire city and state name** in the field located directly above the 'Search' button. While you are typing the field should provide a drop-down menu for you to select your choice.
2. Then select a 'Position' – you can select Host, Service Assistant, Server, Bartender, Line Cook, Utility, or Production.
3. Narrow your search even further if there are multiple locations within one city by selecting from the choices in the 'Restaurant Locations' field.

The screenshot shows a job search interface. On the left, there is a search bar with the placeholder text "title, job category, keywords". Below it, a text input field contains "Niles, Ohio, United States" with a red 'X' icon to its right. A red "Search" button is positioned below the input field. A yellow box with the number "1" is placed to the left of the search bar. Below the search bar is a "Narrow selections" section. Under "Position", there is a list of job categories with checkboxes: Bartender (3), Dishwasher/Utility (3), Host (3), Line (3), Prep Cook (3), Server (3) (which is checked), and Server Assistant/Busser (3). A yellow box with the number "2" is placed to the left of the "Server (3)" checkbox. Under "Restaurant Location", there is a list of locations with checkboxes: Boardman Township - Youngstown (1), Niles, Oh (1), and Sharon - Hermitage, Pa (1). A yellow box with the number "3" is placed to the left of the "Niles, Oh (1)" checkbox. On the right side of the interface, the search results are displayed under the heading "3 Niles, Ohio, United States results". Below this heading, it says "Your selections: 1" and "Position : Server" with a red 'X' icon. A "Sort by:" dropdown menu is set to "Relevance". Below the sorting options, there are three job listings, each starting with "Server" in red text. The first listing is for "5701 Youngstown-Warren Rd, Niles, OH" with a "Job Overview" link. The second listing is for "1410 Boardman-Poland Rd, Youngstown, OH" with a "Job Overview" link. The third listing is for "3370 Shenango Valley Freeway, Hermitage, PA" with a "Job Overview" link.

Application Process FAQs



I tried to click the next button but it won't go to the next screen. There is a message at the top in red.

This message is pointing out that you missed answering required questions/items on that page. You will need to make sure you answered all questions that are marked with an asterisk (*) before proceeding to the next page. **You may need to scroll down the page to see all of the required questions.**

A screenshot of a red error message box. The message reads: "One or more fields require your attention." Below this, there is a small red square with a white asterisk and the word "Required". The background of the page is white, and the text "Bartender" is visible above the error message. Below the error message, there is a section titled "E-Verify and Right to Work" with a paragraph of text and two links: "Review E-Verify (English and Spanish)" and "Review Right to Work (English and Spanish)". Below this, there is a checkbox labeled "Accept" with the text "I understand that if I live in the above listed states, I am required to read the E-verify and Right to Work notices. I have read and understand the notices or I do not live in one of the above listed states." next to it.

One or more fields require your attention.

Required

Bartender

Fields marked with an asterisk (*) are required.

E-Verify and Right to Work: Red Lobster uses E-Verify to verify the identity and employment eligibility of all persons hired to work in AL, AZ, GA, LA, MO, MS, NC, OK, SC or TN. If you are a resident of one of those states, please review the E-Verify notice and the Right to Work notice before proceeding.
[Review E-Verify \(English and Spanish\)](#)
[Review Right to Work \(English and Spanish\)](#)

*I understand that if I live in the above listed states, I am required to read the E-verify and Right to Work notices. I have read and understand the notices or I do not live in one of the above listed states.:

Accept

I am a current employee, do I have to fill out the application?

As a current employee, you do not have to fill out the application. You will need to reach out to one of your restaurant managers about seeking other employment opportunities within our Red Lobster family.

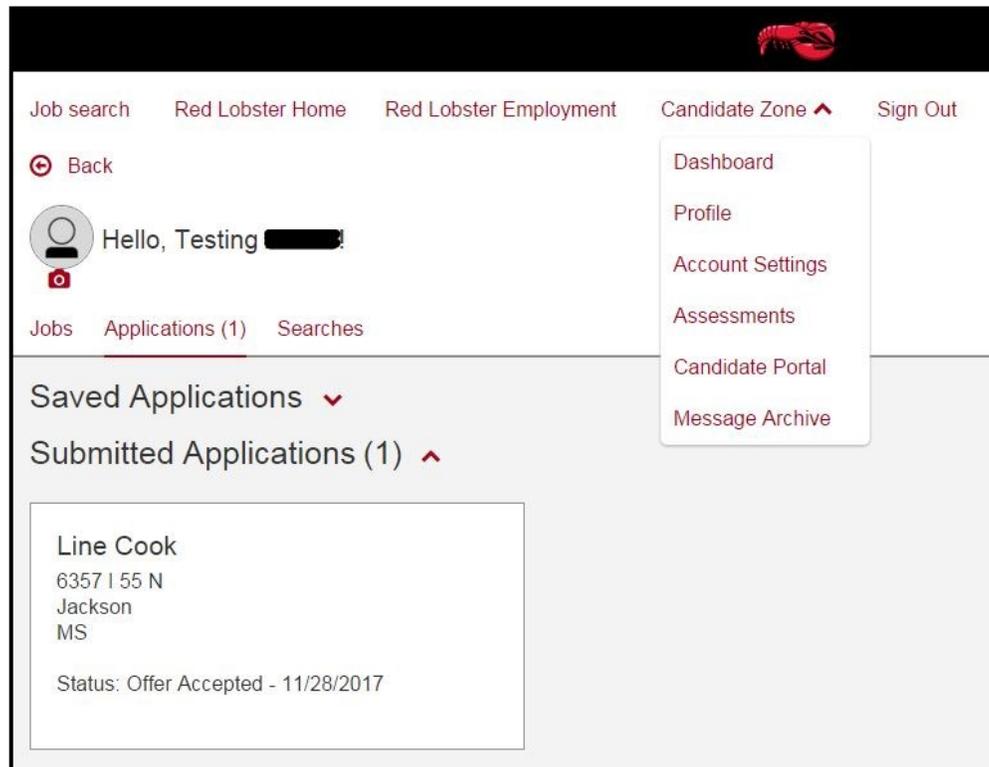
What if I applied to the wrong location, will the manager at the location I want to work, be able to process my application?

No, if you applied to the wrong location, you will need to log back into your account and search and then apply to the correct location under the 'Search Openings' link.

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At any time during the application process you can log into your account on Red Lobster's employment website and find pertinent information under 'Candidate Zone'



How do I check the status of my submitted application(s)?

Check the status of your application under 'Dashboard' and 'Applications'.

I did not complete the assessment when I started the application process, how do I go back to complete my assessment?

Under the 'Candidate Zone' menu, click on the 'Assessments' link. This will display the assessments you need to complete for each position.

My address or phone number has changed since I submitted my last application, how can I update it?

Within the 'Candidate Zone' menu, you can edit your email address or password under 'Account Settings'.

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The screenshot displays the Red Lobster employment website interface. At the top, there are navigation links: Job search, Red Lobster Home, Red Lobster Employment, Candidate Zone (with a dropdown arrow), and Sign Out. A red lobster logo is centered in the top navigation bar. Below the navigation, there is a 'Back' button and a user profile section with a placeholder icon and the text 'Hello, Testing [REDACTED]!'. Below the profile, there are links for 'Jobs', 'Applications (1)', and 'Searches'. The main content area is divided into two sections: 'Saved Jobs' and 'Messages'. The 'Saved Jobs' section states 'You do not have any saved jobs.' and includes a link to 'Search for jobs to save jobs.'. The 'Messages' section is titled 'Messages' and has an 'Archive all' link. It contains three messages, all dated 11/28/2017. The first message is titled 'Red Lobster - We Look Forward t...' and contains job reference information: 'Line Cook', '6357 I 55 N', 'Jackson', 'MS', and 'From: Manager, Automation'. The second message is titled 'Application process complete' and contains the same job reference information. The third message is titled 'We would like to meet with you!' and contains the same job reference information. Each message has a 'Mark read' button and an 'Archive' button. At the bottom of the page, there is a language selector set to 'English (United States)' and a 'Search Again' button. The footer contains the URL 'http://ejobs.brasserie.com/TTGnew/II/Search/Home/Home?partnerid=26151' and the copyright notice '© 2016 Red Lobster Hospitality LLC. All Rights Reserved'.

I was told that I would receive an email but I did not receive the email.

Once logged in to your account on Red Lobster's employment website, you can view any communications sent to you throughout the hiring process by clicking on the 'Bell' icon in the upper right-hand corner.