

Application Process FAQs



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.

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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 displays a job search interface. On the left, there are search filters. A yellow box with the number '1' highlights the search input field containing 'Niles, Ohio, United States'. A yellow box with the number '2' highlights the 'Position' filter where 'Server (3)' is selected. A yellow box with the number '3' highlights the 'Restaurant Location' filter where 'Niles, Oh (1)' is selected. The main content area shows '3 Niles, Ohio, United States results'. Below this, there are three job listings, each for a 'Server' position. Each listing includes the address, city, state, and a 'Job Overview' snippet with a 'More' link.

title, job category, keywords
Niles, Ohio, United States x
Search

3 Niles, Ohio, United States results
Your selections: 1
Position : Server x

Sort by: Relevance v
Select jobs

Server
5701 Youngstown-Warren Rd
Niles
OH
Job Overview Do you take pride in providing excellent meals and having fun at the same ti... More

Server
1410 Boardman-Poland Rd
Youngstown
OH
Job Overview Do you take pride in providing excellent meals and having fun at the same ti... More

Server
3370 Shenango Valley Freeway
Hermitage
PA
Job Overview Do you take pride in providing excellent meals and having fun at the same ti... More

Narrow selections

Position

- Bartender (2)
- Dishwasher/Utility (3)
- Host (3)
- Line (3)
- Prep Cook (3)
- Server (3)
- Server Assistant/Busser (3)

Restaurant Location

- Boardman Township - Youngstown (1)
- Niles, Oh (1)
- Sharon - Hermitage, Pa (1)

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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 on a job application page. The message reads: "One or more fields require your attention." Below this, there is a small red dot and the word "Required". The page title "Bartender" is visible above the message. Below the message, it says "Fields marked with an asterisk (*) are required." There is a section titled "E-Verify and Right to Work" with text explaining that Red Lobster uses E-Verify to verify identity and employment eligibility in certain states (AL, AZ, GA, LA, MO, MS, NC, OK, SC, TN). It asks the user to review E-Verify and Right to Work notices before proceeding. There are two links: "Review E-Verify (English and Spanish)" and "Review Right to Work (English and Spanish)". Below this, there is a statement: "*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.:" followed by an "Accept" checkbox.

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.

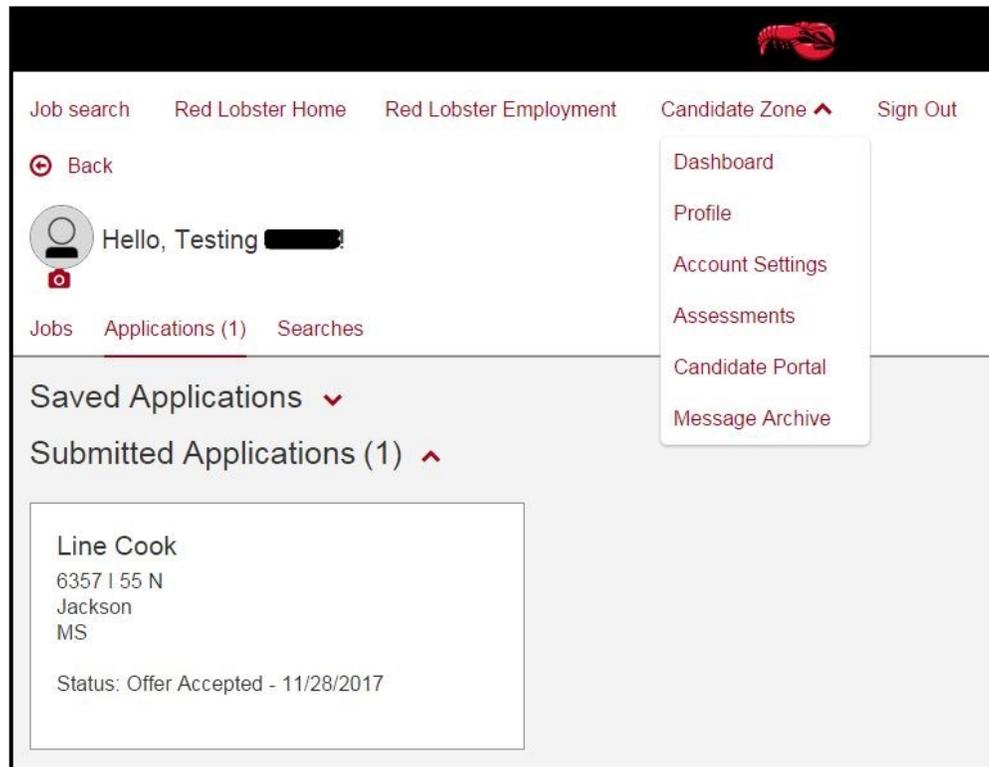
What if I applied to the wrong location, will the manager at the location I want to work, be able to process my application?

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. Below this is a 'Back' button and a user profile section with a placeholder icon and the text 'Hello, Testing [REDACTED]!'. Underneath the profile are links for Jobs, Applications (1), and Searches. The main content area is titled 'Saved Jobs' and states 'You do not have any saved jobs.' with a link to 'Search for jobs to save jobs.'. At the bottom of the main area, there is a language selector for 'English (United States)' and a 'Search Again' button. On the right side, there is a 'Messages' section with an 'Archive all' link. It contains three messages, all dated 11/28/2017 and from 'Manager, Automation'. The first message is 'Red Lobster - We Look Forward t...', the second is 'Application process complete', and the third is 'We would like to meet with you!'. Each message includes job reference information: 'Line Cook', '6357 I 55 N', 'Jackson', and 'MS'. At the bottom of the page, there is a 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.