



Position: Waiter/waitress
Department: Food and Beverage Front of House
Reports to: Restaurant Manager; or Other Department Manager or Director of Food and Beverage

General Purpose:

Serves guests food and beverage items in a prompt, professional and courteous manner.

Essential Duties:

- ◆ Provides immediate attention to all guests upon seating.
- ◆ Describes specials of the day to the guests. Answers questions regarding any menu item and offers suggestions of menu items when appropriate.
- ◆ Takes food and beverage orders from guests and delivers food to guests promptly after preparation.
- ◆ Follows-up with guest to ensure satisfaction. Replenishes items as needed.
- ◆ Participates in pre-shift meetings and taste tests.
- ◆ Maintains organized workstation and side work duties.
- ◆ Accountable for checks and cash transactions. Utilizes Point of Sales System.
- ◆ Follows established systems for taking, placing, and delivering orders.
- ◆ Follows established standards for greeting, cocktail service, food delivery and general service techniques.
- ◆ Practices tray service for all food and beverage service.
- ◆ Incorporates safe work practices in job performance.
- ◆ Regular and reliable attendance.
- ◆ Performs other duties as required.

Education/Experience:

High school diploma or one to three months related experience and/or training; or equivalent combination of education and experience.

Physical Demands:

Frequently stands and walks; uses hands; reaches with arms and hands; stoops, kneels, crawls or crouches; talks or hears. Occasionally sits; climbs or balances. Frequently lifts up to 25 pounds and occasionally lifts up to 50 pounds.

Environment/Noise:

Occasionally works in outdoor weather conditions. Noise level is moderate.

Certificates/Licenses:

Food Safety and Sanitation Training and Alcohol Awareness Training.

Job Knowledge, Skill, and Ability Preferences:

- ◆ Ability to read and speak English may be required in order to perform the duties of the job (e.g. the associates may be required to communicate with English speaking customers or co-workers, the manuals for the equipment the associates may use are in English).
- ◆ Meets state age requirements for handling alcoholic beverages.
- ◆ Knowledge of POS system

This job description is not an exclusive or exhaustive list of all job functions that an associate in this position may be asked to perform from time to time.

NOTE : THIS JOB DESCRIPTION IS NOT EXHAUSTIVE AND THE MANAGEMENT RESERVES THE RIGHT TO ADD, DELETE OR REPLACE JOB TASKS FROM TIME TO TIME.

ISSUED BY: HEAD OF DEPARTMENT

NAME AND SIGNATURE:

DATE : _____

RECEIVE AND ACKNOWLEDGE BY:

I HEREBY UNDERSTAND THE ABOVE JOB DESCRIPTION AND WILL PERFORM IN ACCORDANCE TO ALL REQUIREMENT AS STATED.

SIGNATURE AND DATE: _____

FOR HUMAN RESOURCE USE ONLY:

RECEIVED BY: _____

FILED ON: _____
