

Wait Staff Job Description

Works closely with the head chef to optimize the performance of the kitchen. Reports directly to FOH Manager.

- Must be able to maintain professionalism in a stressful environment.
- Must be able to work in high temperatures for an extended period of time.
- Must be able to stand for long periods of time.
- All employees will treat each other respectfully and maintain an appropriate work relationship.

We are excited to launch our new restaurant which will feature regional fare and specialty items aimed to make our guests satisfied with their dining experience and become repeat customers.

We are looking for a team that will grow with us and willing to put in the effort needed to maintain a successful business. We not only want to see our business succeed, but our employees succeed as well. All of our staff are expected to be self motivated, taking the initiative to do whatever is needed to ensure the flow and success of the day's service.

Job Responsibilities:

- Serves patrons with food and beverages in a positive and friendly manner.
- Provides information to help food and beverage selections.
- Present ordered choices in a prompt and efficient manner.
- Maintains dining ambiance with an enthusiastic attitude.
- Prepare room for dining by clothing tables and setting decorations, condiments, candles, napkins, service plates, and utensils.
- Protects establishment and patrons by adhering to sanitation, safety, and policies.
- Helps patrons select food and beverages by suggesting courses, explaining the chef's specialties, and answering food preparation questions.
- Transmits orders to the kitchen by recording patrons' choices and identifying patrons' special dietary needs and special requests.
- Keeps kitchen staff informed by noting the timing of meal progression.
- Serves orders by picking up and delivering patrons' choices from the kitchen and delivering accompaniments and condiments from service areas.
- Responds to additional patron requirements by inquiring of needs and observing the dining process.
- Maintains table setting by removing courses as completed, replenishing utensils, refilling water glasses, and being alert to patron spills or other special needs.

- Concludes dining experience by acknowledging choice of restaurant and inviting patrons to return.
- Obtains revenues by totaling charges, issuing bills, accepting payments, delivering bills and payments to host, and returning change or credit card and signature slip to patrons.

Work Hours & Benefits

We are looking to build a team as we launch our business. We are looking for enthusiastic employees willing to serve our customers with a cheerful and professional demeanor. We are dedicated to provide a friendly and safe work environment to our employees. Work shirts and aprons are provided, which will be paired with appropriate jeans or slacks; No Leggings are permitted. Hours and days of operation will increase with business growth, allowing for flexibility of schedules and shifts. Employees will be provided with a meal and beverages during their shifts.

Server Qualifications / Skills:

- Friendly and Courteous
- General Math Skills
- Verbal Communication
- Customer Service
- Resolving Conflict
- Teamwork
- Energy Level
- Thoroughness
- Professionalism
- Upselling
- Knowledge of POS (preferred but will train)

Education / Experience:

- High school diploma or equivalent
- 2 years server experience
- Experience working with a POS system preferred

Attire Requirements

All employees will be in compliance with Board of Health requirements for hygiene and attire including but not limited to gloves, aprons, and hair nets.

The signatures below demonstrate understanding and requirements of employment.

Signature

Date

Signature

Date