Restaurant Runner Lead

Job Description:

A restaurant runner lead is the person who guides and directs other runners, as well as being a part of the runner team. They also physically take the food from the kitchen to the patron. The bulk of the interaction between a restaurant and its patrons exists between the server staff and bartenders as they take the orders, but Food Runner Leads help facilitate those orders and ensure customers are satisfied with their meals. They have to be able to communicate with customers and relay any updates or needs they may have to the kitchen and bar staff. They help bus tables, bring miscellaneous items to customers, such as extra sauce or napkins, and may perform other duties specific to that establishment. Being an effective Food Runner Lead requires a specific set of skills and qualifications and may be slightly different from restaurant to restaurant.

Job Responsibilities:

* Train new staff
* Participate in hiring of new staff
* Make recommendations for termination
* Make recommendations for promotions and pay increases
* Provide suggestions for improvement for performance reviews
* Communicate with other staff in restaurant to communicate customer needs (i.e. bartender, kitchen, manager, etc)
* Adhere to company standards and service levels to increase sales and minimize costs, including food, beverage, supply, utility and labor costs.
* Adhere to sanitary practices for food handling, general cleanliness, and maintenance of kitchen and dining areas.
* Ensure compliance with operational standards, company policies, federal/state/local laws, and ordinances.
* Responsible for ensuring consistent high quality of food preparation and service.
* Maintain professional restaurant image, including restaurant cleanliness, proper uniforms, and appearance standards.
* Inform management of supply shortages and equipment problems asap
* Be ServSafe certified.
* Uphold and enforce all ServSafe guidelines.
* Ensure positive guest service in all areas.
* Respond to complaints, taking any and all appropriate actions to turn dissatisfied guests into return guests.
* Know when to escalate a customer problem to management
* Deliver food orders to customers quickly and accurately
* Uphold sanitation and food safety principles
* Bus tables by removing dirty dishes and trash
* Check in with customers to ensure their experience is satisfactory
* Relay reports of customer satisfaction to the management and relevant parties
* Ensure patrons have all the appropriate tableware they need to properly enjoy their food
* Assist setting up tables before service with appropriate utensils, napkins and decorations
* Handle various impromptu requests from customers
* Maintain a smooth and comfortable flow of service for other staff and customers
* Ensure a safe working and guest environment to reduce the risk of injury and accidents.
* Complete an accident reports promptly in the event that a guest or employee is injured.
* Completes job responsibilities and performance objectives in a timely and effective manner and in accordance with company policies and procedures.
* Maintains a favorable working relationship with all company employees to foster and promote a cooperative and harmonious working climate, which will be conducive to maximum employee morale, productivity and efficiency/effectiveness.
* Performs other duties and responsibilities as required or requested.
* Position requires prolonged standing, bending, stooping, twisting, lifting products and supplies weighing 45 pounds, and repetitive hand and wrist motion.
* Work with hot, cold, and hazardous equipment as well as operates phones, computers, fax machines, copiers, and other restaurant equipment.
* Ability to perform all functions at the restaurant level
* Adhere to requirements for restaurant to pass and maintain health department and state inspections
* Know when to escalate a problem to upper management

Job Qualifications:

* High school diploma or GED required
* Associates in restaurant management, hospitality, or other related field preferred
* Experience as a restaurant runner lead

Opportunities as a runner lead are available for applicants without experience in which more than one runner lead is needed in an area such that an experienced runner lead will be present to mentor.

Job Skills Required:

* Knowledge of industry standards and regulations
* Knowledge of health department regulations
* Ability to multitask
* Excellent customer service skills
* Good communication skills
* Able to work calmly under high pressure
* Leadership skills
* Ability to delegate appropriately
* Ability to problem solve
* Ability to resolve staff issues
* Team Player
* Ability to use a computer based menu ordering system
* Pleasant, polite manner and a neat and clean appearance.
* Must be able to handle the pressures of simultaneous customer requests
* Must possess good communication skills for dealing with diverse customers
* Must possess cultural competence and ethnic sensitivity
* Physical endurance to lift heavy trays up to 50lbs
* Physical endurance to be on feet for whole shift and walk and carry items throughout shift