Restaurant Busser Lead

Job Description:

A restaurant busser lead is the person who guides and directs other bussers, as well as being a part of the busser team. A restaurant busser is the person who assists the servers, usually in a restaurant, but can be in other food establishments such as a cafeteria. Bussers have a huge range of duties in order to assist the server, including resetting tables, restocking supplies and helping out guests when a server is too busy or unavailable.  They ensure the dining room is well-stocked, clean tables and set appropriately for each guest. They help the servers by bringing miscellaneous items to customers, such as extra sauce or napkins, and may perform other duties specific to that establishment. Being an effective busser requires a specific set of skills and qualifications and may be slightly different from restaurant to restaurant. They have to be able to communicate with customers and relay any updates or needs they may have to the kitchen and server 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 Busser Lead requires a specific set of skills and qualifications and may be slightly different from restaurant to restaurant. Once a busser becomes trained and well-established at a restaurant, they are often skilled enough to be promoted to a server or food runner.

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
* Clear tables of dishware and napkins after meals, and return them to the kitchen
* Prepare coffee, tea, and ice water for customers
* Keep floors and chairs near dining tables clean by sweeping and mopping
* Maintain appropriate stock levels of glassware, silverware, and dishware
* Clean, sanitize, and reset tables after meals
* Refill salt, pepper, and other condiments at tables
* Assist servers with food delivery
* Keep designated service stations clean and well stocked
* Clear tables of dishware and napkins after meals, and return them to the kitchen
* Prepare coffee, tea, and ice water for customers
* Keep floors and chairs near dining tables clean by sweeping and mopping
* Maintain appropriate stock levels of glassware, silverware, and dishware
* Clean, sanitize, and reset tables after meals
* Refill salt, pepper, and other condiments at tables
* Assist servers with food delivery
* Keep designated service stations clean and well stocked
* Prepares dining room for patrons by setting tables and stocking all necessary supplies prior to the beginning of service
* Maintains table settings by removing finished courses and replenishing utensils as necessary
* Refilling water glasses
* Supports wait staff by assisting them with delivery of food and retrieval of any supplies they may require
* Maintains a clean and sanitary bussing station

Job Qualifications:

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

Opportunities as a busser lead are available for applicants without experience in which more than one busser lead is needed in an area such that an experienced busser 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