Waiter (franchise restaurant)

Job Description:

A small restaurant waiter takes orders, answers questions about the menu and food, sells the restaurant's food and drinks, takes payment, communicates orders with the kitchen staff, seats customers, and helps with customer service and cleaning. Waiters can cover multiple roles from host, to waiter, to busser, to runner, to barista, to bartender. They provide the most direct customer service and are most responsible to ensuring a positive customer experience.

Job Responsibilities:

* Communicate with other staff in restaurant to communicate customer needs (i.e. bartender, kitchen, manager, etc)
* Cross train to perform other functions as needed (i.e. host, busser, bartender, 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
* Ensure that proper security procedures are in place to protect employees, guests and company assets.
* 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

Job Qualifications:

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

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