

Job Description

Title: Kitchen Runner / Dining Room Attendant

Reports to: Restaurant Manager & Assistant Manager

Summary of Position:

Act as a liaison between the front and back of the house. Assist with opening & closing procedures for front & back of the house. The primary job task is quickly & effectively bringing HOT FOOD (or cold if meant to be) from the back of the house to the front of the house & see that it is served. Dirty dishes must also be brought from the front of the house to the back of the house and properly arranged for our dish crew.

Duties & Responsibilities:

- Be knowledgeable about all food items including specials
- Work with servers and kitchen to ensure food is delivered to the proper guest, some nights you may do all of the serving of the food yourself, others just dropping it off for the server
- Assist servers with greeting, watering, bread & amuse bouche when needed
- Answer questions about our food, beverages and other restaurant functions and services.
- Deliver food from kitchen to guests in a timely matter.
- Assist in the dish area whenever needed.
- Perform side work at the start and end of each shift as required by service station assignment.
- Ensure each plate is placed on the tray clean & that it matches the ticket: proper item, correct sauces, special modifiers/requests etc.
- Maintain clean service areas, including trays & tray stands throughout the shift
- Maintain sanitary area by dish station for silverware, flat racks & small wares
- Monitor and observe guests dining experience. Ensure guests are satisfied with the food and service. Respond promptly and courteously to any requests.
- Be ready and willing to assist any person and/or department as situations arise.
- Be ready and willing to clear and reset tables.
- Work with kitchen to maintain proper garnishes for each plate.
- Thank guests for their visit and invite them to return.

- Be available to fill in as needed to ensure the smooth and efficient operation of the restaurant as directed by the restaurant manager or immediate supervisor, this may include occasional help with cleaning, washing table linens or ANY other task.
- Arrive to work in proper uniform 10 minutes before the shift starts.
- Work occasional concert shifts in our upstairs ballroom, these can be late nights, no more than 4 per month will be required
- Practice policy “always something in your hands” on every trip into & out of the kitchen
- Fill in as a Front server or Wait Crew leader when needed

Qualifications:

- Be able to communicate and understand the predominant language(s) of our guests.
- Must have a basic knowledge of dining room and service procedures and functions.
- Possess basic math skills and have the ability to handle money and operate a point-of-sale system.
- Be able to work in a standing position for long periods of time (up to 5 hours).
- Be able to safely lift and easily maneuver trays of food frequently weighing up to 20 to 25 pounds AND sometimes weighing 40-60 pounds.