

Job Title: Dining Attendant **Department:** 3221
FLSA: Non- Exempt **Status:** Full-time
Reports To: Food & Beverage Manager **Pay Grade:** 4
Benefits: Eligible upon 90 days-PTO/Holidays/Health/Vision/Dental/Life
Retirement: Eligible for enrollment on the first day of hire

SUMMARY:

To assure the customer has a memorable, worthwhile experience while serving their dining needs. Be knowledgeable of the menu and all daily specials. Possess a high level of understanding of local areas of interest to better respond to customer inquiries. Duties include setting tables, taking guest orders, serving food and drinks, answering inquiries about the menu, being pleasant to customers and coworkers. While at work all Dining Attendants must be friendly, outgoing and possess good communication skills. Individuals should be organized, able to think and act quickly and effectively maintain self-composure, be guest sensitive and possess a sense of timing. At all times, the individual should take pride in personal hygiene, appearance and shine in levels of guest service. During work, display integrity, professionalism, discretion and honesty in all aspects of employment.

ESSENTIAL DUTIES & RESPONSIBILITIES:

- Greets guests as they enter the restaurant
- Responsible for prompt, efficient and courteous service of food and beverages to guests
- Performs all necessary tasks to service guests, i.e. taking and filling all food and drink orders and assisting in maintaining the guest dining area in a clean and neat manner
- Serves guests and creates a warm and welcoming atmosphere
- Answers questions about food and drinks including their ingredients, preparation and accompanying items
- Greets newly seated guests in a friendly manner within thirty (30) seconds of being seated
- Takes drink order at guest greeting, delivers beverages
- Upsell appetizers, entrees, beverages and desserts to guests
- Takes entire order and repeats order back to guests for clarification
- Suggests and serves wine, draft or bottled beer and food to guests
- Enters orders on POS (Point of Sale) system quickly and in proper sequence
- Monitors guests needs on a continual basis ensuring all requests will be promptly fulfilled
- Attends to guests' needs when delivering food and/or drinks, checks back with guest to ensure guest satisfaction
- Prepares drinks (as required) and verifies guest's age
- Maintain table appearance by pre-bussing, checking drink levels, removing clutter and providing extra napkins if necessary
- Totals bill and presents check upon removal of last plate or upon request
- Accepts payment and provides change or credit card receipt within 1-3 minutes of guests' payment
- Follows appropriate accounting procedures for closing checks
- Gives a warm and pleasant farewell to guests and invites them to return
- Keeps station clean, sets up and takes down station appropriately
- Maintains cleanliness and sanitation of the front-of-the-house including all tables, chairs, floors and windows
- Assists other restaurant personnel with side work, cleaning up during opening/closing duties
- Communicates continually during shift with other Dining Attendants and kitchen staff to ensure smooth operations

- Keeps Manager promptly and fully informed of all problems or unusual matters of significance and takes prompt corrective action
- Performs all duties and responsibilities in a timely and effective manner in accordance with established policies
- Follows SafeServ procedures for preventing and handling intoxicated guests
- Attends staff meetings
- Courteous while addressing and resolving customer concerns and complaints
- Secure all monies at the end of each shift
- Maintain a teamwork attitude
- Other duties as assigned

SUPERVISION:

- None

EDUCATION and/or EXPERIENCE:

- High School diploma or GED required
- Prior restaurant service experience helpful but not necessary

REQUIRED KNOWLEDGE, SKILLS & ABILITIES:

- Must be able to perform simple mathematical calculations and count money
- Demonstrates excellent interpersonal and customer services skills.
- Skill in observing situations and listening, attention to detail
- Ability to effectively communicate, both written and verbal
- Demonstrates strong problem-solving skills.
- Must be able to use POS (Point of Sale) system and have strong knowledge of the menu
- Excellent organizational skills
- Maintains professional but friendly demeanor
- Is capable of remaining patient and polite when speaking to frustrated guests
- Skill in dealing courteously with the public and coworkers
- Must enjoy a social environment and daily interaction with the public
- Responsible for providing legendary dining service to all customers in an efficient, courteous and professional manner
- Individual must display a high standard of customer service.
- Have reliable transportation to and from work
- Be willing to comply with company dress codes and or uniforms for department

PHYSICAL DEMANDS & WORK ENVIRONMENT:

- This position will require physical activity.
- Ability to stand, walk, and often with little time to sit during an entire 6-8-hour shift
- Bending, stretching, reaching and kneeling for long periods of time
- Must be able to lift, carry and/or move up to 40 pounds at a time
- Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus
- Must be able to read menu to sight-impaired guests
- Broken glass, cuts, burns, walking on wet or slippery floors are hazards of job
- Promptly show up for scheduled shifts and understands punctuality
- Ability to work flexible hours/shifts including evenings, weekends and holidays required

CERTIFICATES/LICENSES & REGULATIONS:

- SafeServ required
- ServSafe required

- Cash handling required
- POS training required
- Required to watch Customer Service video annually
- Required to watch Sexual Harassment video annually
- This individual will be required to successfully pass a pre-employment drug test and as a condition of employment will be subject to random drug testing
- It is always the responsibility of the employee to have all documents current and valid

I certify that I have read this job description and understand each one of the requirements for this position, including but not limited to the physical requirements. By signing this document, I certify that I meet all the physical requirements for this job without limitation.

Employee Print & Sign

Date

HR Representative

Date