

EMERALD HEIGHTS

Job Description

Job Title:	Wait Person
Department:	Food Services
Classification:	Non-exempt
Reports to:	Dining Room Manager and Dining Room Supervisor
Grade:	10
Job Overview:	The Wait Person is responsible for table service in the residential dining room.

DUTIES AND RESPONSIBILITIES

- Set tables and maintain work stations in proper order. Break down work stations after meal.
- Clear dishes from tables during and after meal service.
- Take orders and provide service and requested items graciously and courteously.
- Answer pertinent questions about menu items.
- Maintain high level of customer service.
- Maintain safe and sanitary conditions for all work areas.
- Complete all assigned cleaning tasks, including sidework.
- Follow proper food handling techniques and maintain standards of quality for all dining areas.
- Follow safety regulations, reporting injuries or unsafe conditions and work practices to supervisor.
- Follow acceptable standards of personal hygiene and comply with department dress code.
- Attend in-service training sessions as assigned.

REQUIREMENTS

- Read, write and speak English clearly.
- Follow oral and written instructions.
- Perform simple arithmetic.
- Understand hospitality, customer service and table service techniques.
- Able to interpret and explain menu, refer or answer questions, coordinate meal service process and respond to requests.
- Interact effectively with residents, guests supervisors, and peers.
- Understand simple table number placement.
- Able to work in close cooperation with cooks, wait persons, bussers and supervisors.
- Courteous, gracious, and tactful.
- Pleasant, cheerful and service-oriented.
- Follow safety regulations, reporting injuries or unsafe conditions and work practices to supervisor.
- Follow acceptable standards of personal hygiene and comply with department dress code.
- Attend in-service training sessions as assigned.
- Food Handlers' permit.
- Regular, dependable, and reliable attendance.

Physical Demands

- Stand for long periods of time
- Lift up to 30 pounds.
- Carry up to 30 pounds.
- Push/pull tables and chairs.
- Lift overhead.
- Pull and push food carts.

- Bend, stoop and twist occasionally.
- Balance trays and dishes.
- Grasp plates, utensils and trays occasionally.
- Hear and speak clearly.

Working Conditions

- Exposure to bloodborne pathogens: Level III
- Work environment is main dining room and kitchen.
- May be exposed to slippery floors, hot equipment and food, strong odors.
- May be exposed to heat and noise.
- May be subject to hostile and emotionally upset residents, family members, etc.
- May be required to work additional hours as dictated by workload and staffing.
- Must be willing to rotate coverage for evenings, weekends and holidays as needed.

Job Description Change

Every effort has been made to make this job description as complete as possible. However, this job description may be changed without notice when in the best interest of Emerald Heights. When changes are necessary, a written addendum will be added to this job description.

Statement of Understanding:

I have read this job description and understand its contents. I also understand this job description is not intended to be and should not be construed as an exhaustive list of all the responsibilities, skills, efforts or working conditions associated with my position.

I further understand that my employment is at will, and thereby understand that my employment may be terminated at will by Emerald Heights or myself with or without notice.

Employee Signature

Date

Supervisor

Date