

## Restaurant- Waiter/Waitress/Cashier

**Position Summary:** The Waiter/waitress/cashier is usually the first person a customer will come in contact with so they must be attentive and smiling at all times. Their main focus is to greet, take order, accept payment, count change, serve food, make basic alcoholic beverages, and assist the customer with any help they would need.

**Essential Duties and Responsibilities** include the following (other duties may be assigned):

- Provide excellent customer service to both guests and fellow employees at all times
- Ensure dining room, restrooms, and drink stations are clean, respectful, and inviting at all times
- Inspect food before it is served to customers to make sure it fulfills the customer's expectations
- Wash Windows, tables, and chairs when messy or assigned those duties by management
- Smile
- Be courteous, friendly, and outgoing
- Be able to take orders from others
- Be able to work with computers
- Know how to count change and be able to take orders without a computer
- Mop and sweep dining area
- Make shakes, malts, floats, and ice cream cones
- Fill pop machine with ice
- Assist customers in finding help if or when they need it if you can't help them personally

**Success Factors/Job Competencies:**

- **Professional:** Report to work when scheduled and with a professional and well-groomed appearance
- **Planning:** Ability to prioritize tasks and duties
- **Personal:** Self-reliance, sensitivity, stress tolerance, initiative, dependability, analysis/judgement, creativity
- **Interpersonal:** Ability to work/communicate effectively with multiple departments and people
- **Work Habits:** Ability to work independently, autonomously and without supervision, while also able to follow written and verbal instructions when necessary. Team oriented

**Skill and Knowledge Requirements Include:**

- Comfortable around water
- Strong customer service abilities; actively looks for ways to assist customers and coworkers
- Comfortable working with a computer and point of sale system
- Ability to recognize when a problem has occurred and communicate it to management
- Experience with computers, calculators, and general cleaning utensils preferred
- Experience with shake machines and mixing drinks a plus
- Must be able to communicate with everyone they encounter at any given time
- Prospective employees should be responsible self-starters with attention to detail and safety in mind

**Physical and Mental Requirements Include:**

- Standing and/or walking for the entire work day
- Use hands to finger, handle or feel; reach with hands and arms for lifting; stoop, kneel crouch or crawl; talk, hear and smell
- Lift, carry and push up to 35 lbs. regularly, and 50 pounds once in a while
- Withstanding temperature extremes in a hot kitchen in the summer or a cooler kitchen in the spring and fall months at times
- Reading and writing work-related documents
- Speech recognition and clarity, including the ability to understand the speech of customers and co-workers and the ability to speak clearly so that you can be understood
- Physical presence at the job site is essential to perform job duties and must follow our adapted dress code

**Age Requirements:**

Must be 18