



Wait Staff

Department: Meadow Lakes Restaurant	FLSA: Non- Exempt
Reports to: <i>Restaurant Manager</i>	Representation: <i>Non-Bargaining</i>
Grade: Hourly	Date Adopted: 5/1/2017 Date Revised: 3/1/2018

GENERAL DESCRIPTION OF CLASSIFICATION:

NATURE OF WORK

Wait Staff employees at Meadow Lakes serve customers by taking orders, serving food and preparing tables. An important part of the work is to make customers feel welcome and comfortable during their meal. As a waiter or waitress, your main duties would include: greeting customers as they arrive and showing them to their table, giving out menus and taking orders for food and drink, serving food and drinks, dealing with bill payments, and making sure tables are clean and tidy.

All customers and fellow employees at Meadow Lakes are to be greeted and served in a friendly, courteous manner. Such service will ensure the return of our guests/visitors to Prineville, not only perhaps to golf, but also to enjoy the city as a whole.

SUPERVISION RECEIVED/REVIEW OF WORK:

Works under the general supervision of the Restaurant Manager.

ESSENTIAL FUNCTIONS/DUTIES & RESPONSIBILITIES:

The duties listed are intended only as Illustrative examples of the various types of work that may be performed by individuals in this classification. Any of the following duties may be performed. These examples are not necessarily performed by all incumbents and do not include all specific essential functions and responsibilities the incumbent may be expected to perform.

- Greet guests with a smile and cheery greeting. Escort guests to their tables.
- Inform guests of daily specials.
- Takes food and/or beverage orders and relay to kitchen.
- Serves food and beverages.
- Refills drinks throughout the guest's mealtime.
- Check with guests to ensure that they are enjoying their meals and take action to correct any problems.
- Prepares itemized checks.
- Accepts payment and provides proper change or credit card receipts.
- Keep work areas clean and orderly.
- Remove dishes and glasses from tables and take them to kitchen for cleaning.
- Refill condiments at the end of shift.
- Assist other servers with food delivery.
- Silverware is made ready for provision when a new table setting is needed.

- Prepare tables for meals, including setting up items such as linens, silverware, and glassware.
- Check guests' identification in order to ensure that they meet minimum age requirements for consumption of alcoholic beverages.
- Stock service areas with supplies such as coffee, food, tableware, and linens.
- Perform food preparation duties such as preparing salads, appetizers, and cold dishes, portioning desserts, and brewing coffee.
- Adhere to all safety, cleanliness, food handling, and alcohol control standards as set by state regulations and Meadow Lakes Policy.

QUALIFICATIONS & REQUIREMENTS:

EDUCATION AND EXPERIENCE:

High school graduate or GED recipient with previous restaurant experience.

KNOWLEDGE, SKILLS AND ABILITIES:

- Knowledge of exceptional customer service and ability to provide such service.
- Ability to keep orders straight.
- Ability to verbally communicate well with the guests, fellow team members and supervisors. Use active listening – giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.
- Ability to learn and use the computer technology that is required for restaurant operations.
- Knowledge of English, spelling, and arithmetic.
- Basic knowledge of business principles.
- Team Player

SPECIAL REQUIREMENTS AND CERTIFICATIONS:

Must be able to pass a criminal record and background investigation.

Food Handlers license

OLCC Servers Permit (must be over 21 years of age to tend bar)

The individual shall not pose a direct threat to the health or safety of the individual or others in the workplace.

SUPERVISION/LEAD EXERCISED:

This is a non-supervisory position. Incumbents in this position may provide training and orientation to newly assigned personnel.

PHYSICAL DEMANDS/TOOLS & EQUIPMENT USED/WORK ENVIRONMENT & WORKING CONDITIONS:

PHYSICAL DEMANDS OF JOB/POSITION:

The physical demands described here (including lifting, mobility, movement, manual dexterity) are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

In the performance of the job duties, the employee will be regularly required to use hands to finger, handle, feel, or operate objects, tools, or controls, and reach with hands and arms. The employee frequently is required to stand. The employee is frequently required to walk, talk, or hear, sit climb or balance, stoop, kneel, crouch or crawl, and smell.

The employee must frequently lift and/or move up to 25 pounds, and occasionally lift and/or move up to 50 pounds. Specific vision abilities required for this job include close vision, distance vision, color vision, depth perception, and the ability to adjust focus.

Manual dexterity and coordination are required to perform the work. This is used while operating equipment such as computer keyboards; calculator; telephones, cash register, kitchen equipment and utensils.

TOOLS AND EQUIPMENT USED:

In the performance of job duties, the employee will use a personal computer and various software programs; motor vehicle; calculator; phone; copy and fax machines; kitchen equipment, utensils, and other related tools and equipment.

WORK ENVIRONMENT/WORKING CONDITIONS:

The work environment and working conditions described here are representative of those that are typical of the job and must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

In the performance of the job duties, the employee will typically perform in a restaurant environment. The Work environment is varied; some office work as well as kitchen activity. Noise levels may be similar to general office work; kitchen noises shall be within 85 decibel range. The work is performed in a temperature-controlled, well-lit building.

This description covers the most significant essential and auxiliary duties performed but does not include other occasional work which may be similar, related to, or logical assignment to the position.

The job description does not constitute an employment agreement between the employer and the employee and is subject to change by the employer as the needs of the employer and requirements of the job change.