

General Position Information:
 This specific job description covers the basic functions, qualifications, requirements, working conditions and skills necessary, but not limited to, for successful fulfillment of this position in accordance to the standards of the company.

DOL Overtime Status: <u>Non-Exempt</u>	Pay Type: <u>Hourly</u>	Location: <u>Charter One</u>
Employment: <u>FT or PT</u>	Base Pay \$ _____ to \$ _____ hourly	Department: <u>Food & Beverage</u>
Workers Comp Code: <u>9058</u>	Level: <u>Staff</u>	Reports to: <u>Restaurant Manager</u>
EEOC Class: <u>9 -ServiceWrk</u>	Benefit Class: (1)	Supervises: <u>n/a</u>

Position Summary:
 Serves food and beverages to restaurant patrons.

Job Specifications/Qualifications: (Min. knowledge, skills, and abilities required)

- **Education/Training (or equivalent):** H.S. Degree / GED College Degree Certification/License
 ? Minimum 9th grade education
- **Experience: (Type of work experience, min. number of years):**
 - Minimum one year of food service experience preferred.
- **Technical or Administrative Knowledge:**
 - Must be able to add, subtract, multiply and divide.
 - Must be able to anticipate customer needs and interpret non-verbal cues for additional service.
 - Excellent inter-personal/communication and customer service skills - approachable, cheerful, helpful, etc.
- **Special Skills and/or Abilities:**
 - Must be able to handle to handle multiple tasks in a fast paced environment.
 - Excellent interpersonal/communication and customer service skills - approachable, cheerful, helpful, etc.
 - Maintains professional appearance and demeanor at all times.
 - Ability to meet US employment eligibility requirements and Charter One eligibility requirements.

Physical Requirements and Working Conditions:

The physical demands described here are representative of those that must be met by an employee to successfully perform the *essential functions of this job*. Reasonable accommodations that do not cause an undue hardship on the company may be made to enable individuals with disabilities to perform the essential functions, as long as that would not hinder or prevent performance of duties, or be of a safety concern.

Key to denote % of time requirements necessary to perform essential functions of this job.
0% = Zero (O) 1-35% = Little (L) 36-70% = Moderate (M) 71-100% = Great (G)

- **Physical Requirements:** **Light:** Lifting 0-10 pds. **Moderate:** Lifting 0-25 pds. **Heavy:** Lifting 25+ pds.

L -Bending/stooping	G -Standing	L -Lifting	L -Color / Depth perception
L -Reaching above/below the waist	L -Kneeling	L -Taste/Smell	L -Fine hand & finger movements
L -Pushing/pulling movements	L -Sitting	0 -Typing	0 -Operate motor vehicle
L -Climbing stairs / ladders	G -Walking		L -Operate various equipment

- **Working Conditions and Schedules:**
 - G -Interacting with co-workers, vendors, and customers.
 - G -Hot/cold environment, subject to frequent odors, steam, wet, slippery conditions.
 - L - Risk of exposure to potentially infectious materials is moderate.
 - L - Exposed to chemicals.
 - G - Working environment: non-private, varies from restaurant to kitchen to common areas.
 - G - Available to works nights, weekends and holidays.

- **Necessary traits for this position:** Seeing Hearing Talking* Reading* Writing*
 - Basic comprehension of English language using the traits* marked above for purposes of safety, management direction and job responsibility, and minimal third party interaction.
 - Proficiency of the traits* marked above in the following languages for business letters, memos, customer interaction, presentations, demonstrations, employee direction, audits, etc: English Spanish French Other _____

Job Description (continued)

Job Functions, Unique Duties and Responsibilities:

Essential Functions include but not limited to the following:

- Presents menu, answers questions, and makes suggestions regarding food and service.
- Writes order on check or memorizes it.
- Relays order to kitchen and serves courses and beverages from kitchen and service bars.
- Garnishes and decorates dishes preparatory to serving.
- Serves patrons.
- Observes diners to respond to any additional requests and to determine when meal has been completed.
- Totals bill and accepts payment or refers patron to Cashier.
- Ladles soup, tosses salads, portions pies and desserts, brews coffee, and performs other services as determined.
- Clears and resets counters or tables.
- Cleans service stations.
- Wipes chair seats and table and chair legs.
- Cleans wait station.
- Cleans and stacks server reach-in coolers.
- Cleans coffee equipment.
- Stocks room service area.
- Adheres to all local health codes.
- Adheres to all safety procedures and reports any unsafe conditions to management.
- Provides and ensures high quality customer service by meeting customer expectations and requirements.
- Attends department meetings and training as requested
- Complies with all policies as described in the Charter One Employee Handbook.
- Other duties may be assigned, based on company's needs.

I have read and understand the above job description. I attest that I can work in these conditions, I am able to perform the job functions, and can fulfill the basic requirements/duties, to include any other reasonable requests that are asked of me. I will immediately notify my Supervisor if I am unable to comply with this job description for any reason.

Signature _____ Date _____