



WAIT STAFF POSITION DESCRIPTION

Position: Wait staff

A. Position Summary

Wait staff assist in restaurant operations including setting tables, taking orders, serving, cleanup, money handling, and other related activities.

B. Position Requirements

Wait staff personnel must meet the following requirements:

- **Education:** Have completed 10th grade or equivalent.
- **Citizenship:** Must present proof of United States citizenship or authorization to work in the United States.
- **Language Skills:** Has command of oral and written use of the English language and can be clearly understood.
- **Travel:** There are no special travel requirements for this position.
- **Equipment Skills:** Is able to use general equipment such as vacuum cleaners, dish washing machines, and clothes washing machines.
- **Personal Skills and Characteristics:** Is highly motivated. Has good communication and time management skills, a professional demeanor, and task-oriented mindset. Has good initiative, work habits and flexibility.
- **Work Experience:** Minimal work experience required.
- **Safety and Health Knowledge:** Is knowledgeable on the Company's safety, security and health policies as they apply to event management and food safety.
- **Americans with Disabilities Act (ADA) Knowledge:** Is knowledgeable on laws and regulations regarding accommodating disabled guests.
- **Physical Requirements:** Is able to safely lift and carry 25 pounds for the purpose of handling food service equipment, trays, and performing emergency procedures. Is able to bend, stoop, kneel, reach and squat for various job functions. Is able to stand and/or walk for periods of eight hours with breaks.

C. Potential Contact with Hazardous Materials

The person performing this job has contact with potentially hazardous materials, including general cleaning agents, landscape chemicals, office chemicals and related chemicals used in hotels and restaurants. For more information, see the Company's Hazardous Materials Communication Program (MSDS).

D. Overview of Responsibilities

Wait staff personnel have the following responsibilities:

- Adhere to all Company policies and procedures. Implement Company policies as they relate to customer service and restaurant operations.
- Adhere to and implement departmental policies and procedures for order taking, meal serving, and clean up.
- Assist in all functions of serving including but not limited to order taking, basic food prep, furniture set up, table setting, buffet setting, meal plating, serving, bussing, clean-up of food items, re-setting, money handling, room maintenance, and other serving-related procedures.
- Be knowledgeable of food safety procedures.
- Comply with the facility's policies and procedures.
- Participate in company-sponsored training programs.
- Build repeat and referral business by providing memorably outstanding customer service.
- Maintain organization of restaurant related items such as food display items, linens, tableware, and furniture.
- Minimize waste of supplies and labor.
- Represent the facility with enthusiasm, professionalism and businesslike appearance and demeanor to all hotel and restaurant guests, clients, prospective clients, agents and the community.
- Be knowledgeable on our facility features, amenities and services.
- Maintain good working relationships with Company employees.
- Provide friendly and courteous communication with clients and clients' guests.
- Maintain the confidentiality of proprietary Company information, including, but not limited to, conference center performance statistics, information about agreements with clients, information about prospective business, financial information and employee personal and salary information throughout and after employment by the facility.
- Be knowledgeable on facility safety, security and emergency equipment and procedures. Implement and enforce the departmental policies and procedures described in the Company's Safety, Security and Emergency Procedures Manual.
- Correct and report safety hazards within the immediate work areas, conference center, restaurant, kitchen, bathrooms, lobby and surrounding areas.
- Achieve the Standards of Performance for this position.

E. Summary of Duties

Event personnel perform the following duties:

- Actively participate in staff meetings as directed by management.
- Report to management all comments from customers and prospective customers that affect the Company's image or services.

- Perform restaurant serving tasks including setup, serving, money handling, cleanup, and other related activities.
- Place and clean tables and chairs for breakfast, lunch and dinner.
- Assist in general tasks such as preparing basic food items such as pouring sauces, dipping ice cream, serving dessert, and pouring drinks.
- Set tables with linens, place settings, and centerpieces.
- Assist clients with any and all needs.
- Prepare tables for eating with any needed items.
- Prepare food as needed according to the Head Chef, Sous Chef, and Director of Hospitality.
- Enter order information into computer program for tracking and financing.
- Serve guests as needed including dishing plates, pouring coffee, cutting food, delivering plates, directing movement etc.
- Handle money including cash, credit, and check appropriately.
- Clean up preparation area, serving area, tables, place settings etc.
- Wash dishes and equipment used in catered events.
- Separate, wash, dry and fold linens in accordance with company policy.
- Organize and put away all items used for restaurant operations.
- Conduct hotel site-inspection tours for prospective clients and guests.
- Assist the Director of Hospitality with any required tasks.
- Communicate with hotel employees in other departments as needed.
- Secure guest valuables according to hotel policy, as needed.
- Respond helpfully to guests' special requests.
- Complete several timed checklists during each shift.
- Provide accurate information to guests and visitors regarding area attractions, activities and events. Provide accurate directions.
- Complete all other assignments and perform all other tasks as directed by management.

F. Applying For the Position

Call 772-4700 if you have any questions. If interested, please complete a job application. Applications can be picked up at the front desk of the Windward Inn at Maroney Commons (103 S. Main Street in Howard, SD) or are available online at www.maroneycommons.com.