



WAIT STAFF JOB DESCRIPTION & RESPONSIBILITIES

SUMMARY

Wait Staff are responsible for managing the guest atmosphere to Greedy's service standards. Additionally, they are expected to exhibit teamwork throughout the restaurant.

WORK ENVIRONMENT

This job operates in a fast-paced restaurant setting. The noise level in the work environment can be loud. The employee may be exposed to hazards including, but are not limited to, cuts, slipping, tripping, falls, and burns. Frequent hand washing is required.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by a Team Member to successfully perform the essential functions of this job.

- The Team Member is required to stand, walk, reach, lift, bend, kneel, stoop, and twist for up to 8 hours a day.
- The Team Member is required to push, pull, or lift items weighing up to 50 pounds.
- The position requires manual dexterity; auditory and visual skills; and the ability to follow written and oral instructions and procedures.

POSITION TYPE & HOURS

This is a variable position. Days and hours of work are dependent upon employee availability, staffing needs, and competence of the job. Scheduled meetings are considered mandatory without explicit approval. Shifts will often begin and end outside of general hours of operation, and can fall between the hours of 10 a.m. and 3 a.m. Hours of operation are subject to change without notice.

PREFERRED EDUCATION, EXPERIENCE & ELIGIBILITY QUALIFICATIONS

- Prior experience in a related food service position.
- A TABC and a Food Handler card are required prior to working job-specific shifts and must be maintained for the duration of employment.
- Must be of legal age (18) according to state regulations to serve alcohol.

WORK AUTHORIZATION/SECURITY CLEARANCE

- All employees must be authorized to work in the United States and are expected to provide original documentation at Orientation and at Management's request thereafter.

EEO STATEMENT

Greedy's provides equal employment opportunities (EEO) to all employees and applicants for employment without regard to race, color, religion, sex, national origin, age, disability, or genetics. In addition to federal law requirements, Greedy's complies with applicable state and local laws governing nondiscrimination in employment in every location in which the company has facilities. This policy applies to all terms and conditions of employment, including recruiting, hiring, placement, promotion, termination, layoff, recall, transfer, leaves of absence, compensation, and training. Greedy's expressly prohibits any form of workplace harassment based on race, color, religion, gender, sexual orientation, gender identity or expression, national origin, age, genetic information, disability, or veteran status. Improper interference with the ability of Greedy's Team Member to perform their job duties may result in discipline up to and including termination.

OTHER DUTIES

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.

ESSENTIAL FUNCTIONS

- Able to meet Greedy's guest service standards while upselling food and alcohol items.
- Able to use POS system and learn to ring in orders and process check outs.
- Knowledge and use of all TABC standards and protocol.
- Able to accept different types of payments and make change.
- Maintain specific during-shift, side-work and closing duties as required.
- Report to work in a neat a clean uniform. Personal hygiene is essential.
- Complies with established sanitation standards, personal hygiene and health standards.
- Ensures proper and safe Food Handling and Liquor Distribution techniques.

COMPENTENCIES

- Teamwork/Collaboration
- Guest Focus
- Initiative
- Multitasking Ability
- Attention to Detail
- Ethical Conduct
- Stress Management/Composure

Responsibilities

- Be on time and punctual for scheduled work shift.
 - You must call in to the Manager 2 hours in advance of shift if you are not able to come in.
 - Requested days off must be provided in writing to the Manager (has forms) no less than two (2) weeks in advance.
- Dress in Uniform at all times
 - All Black (No extra logos or Colors) T-Shirt or Tank Top, Black Shorts & Black non-slip-sneakers or boots.
 - Ladies: Hair must be done & away from your face. Makeup must be done.
 - ***LARGE Purses, Back Packs or bags are not allowed in the restaurant. You can bring a small bag that fits in your apron.***
- No use of Cell Phones for personal use, unless an emergency.
- Provide excellent customer service that promotes satisfaction.
- Meet and Greet customers and present menu when they enter or sat at your table by host.
- Share daily Food and Happy Hour Specials for the day.
- Make recommendations or share additional information upon request.
- Take and serve food/drinks orders and up-sell any additional products.
- Arrange tables and chairs and maintain front of the house area clean and tidy at ALL TIMES.
- Check products for quality and correct any problems that keep them from enjoying their meal/drink.
- Deliver checks and collect payments.
- Cooperate with all management, serving, bar and kitchen staff.
- Follow all relevant TABC & Health Department regulations and all customer service guidelines.
- Complete all assigned cleaning responsibilities at the end of your shift.

***ALL QUESTIONS AND CONCERNS MUST BE ADRESSED TO YOUR IMMEDIATE MANAGER ONLY ***

No Standing/Sitting Around at any time:

Serve your Customers

Checking on your customers

Clean!!!

Help your team

Make sure all chairs are under tables.

Check on Restrooms.

When Customers Enter or sit at Bar:

Good Afternoon/Evening welcome to Greedy's.

Greeting:

Hello! My name is _____ I will be your Server this evening.

Here is our menu.

Today's Food Specials are _____ &/OR Happy Hour Specials are _____.

Can I start you off with an appetizer & cocktail while you look over the menu?

Orders:

When taking an order, please read back or repeat the items ordered to ensure everything is correct.

Sauces! Sauces! Sauces! Ask what sauce they want for anything. The kitchen **will not send out** sauces if not on the ticket.

Charge for extra sauce. One sauce is allowed per fry, wing, salad, hamburger and appetizer order. Any additional are at an additional charge!!!

*Once you run your food to the customer, or the Expo runs the food for you, go back check on them to ensure everything is correct & that the customer's needs have been met.

MENUS: After the customer(s) order, **PICK UP MENUS**. DO NOT leave menus on the table.

CUSTOMER SERVICE:

SMILE! SMILE! SMILE! SMILE! SMILE! SMILE! SMILE! SMILE! SMILE!

Constantly check on Customer(s). **BUG THEM...IN A GOOD WAY!**

This ensures that have what they need for an enjoyable experience, allows you to converse with them gaining a possible "regular" and increasing your tips based on percentage of sales.

MAKE SURE DRINKS DO NOT GET BELOW 1/2 BEFORE ASKING THEM IF THEY WANT ANOTHER DRINK (This pertains to Sodas, Water, Juice or Alcoholic beverages if, and ONLY IF they are not exhibiting ANY signs of possible intoxication and you are following ALL TABC Guidelines on serving customers.

Tickets:

ALL TICKETS must have Table Number, Booth Number or VIP Number & Seat Number. **Ticket Names appear on receipts. Use of anything other than Table Number, Booth Number & Seat Number can result in Disciplinary Action up to & including Termination.**

OPEN TICKETS - Please use your discretion, as you will be responsible for any tab that a customer "Walks out" on.

DO NOT ACCEPT CARDS:

1. That do not have a name on them.
2. Look suspicious or not valid.
3. Are not Visa, Master Card, Discover or American Express.

Bussing:

CONSTANTLY buss tables (even if it assigned to another server).

No empty plates or glasses should be on tables for any reason.

Cleaning:

Please be aware of your surroundings for cleanliness.

Pick up trash off floor, use broom if necessary.

Check on restrooms (even during your breaks).

Issues:

If an issue arises, please handle in a professional & non-confrontational manner.

If it cannot be resolved in such a way, please let them know a manager will assist them & notify the Manager immediately.

Closing a Tab:

Print a receipt & hand to customer.

Cash them out.

1. Counterfeit Currency - Please mark ALL BILLS. Counterfeit pens are located at Wait Staff Station. If you receive a counterfeit bill, please notify a manager immediately.
2. You MUST check ID for all credit card transactions.
3. You cannot sign for ANY customer. If you do, you will be responsible for the entire tab.
4. You MUST "DIP" all chip cards. If a chip card is swiped, you will be responsible for the entire tab.
5. You cannot enter Credit Card Numbers for Payment.

Thank them for coming.

Tell them to have a great afternoon/evening & we look forward to seeing them again.

Customer Leaves Table or Booth:

Clear off any remaining trash immediately.

Make chairs are pushed in & everything is put back in place.

End of Shift Responsibilities:

The Manager will assign end of work shift responsibilities.

Break Time:

Notify the Manager if you are requesting a break.

NO ONE EXCEPT MANAGEMENT & KITCHEN STAFF IN KITCHEN

- Any breaks must not be taken at the back of the building/Hallway, under any condition.
- If you are eating, please eat at assigned Employee Table. Your name must be on any food/leftovers in a To Go Container, or it will be thrown out.
- ABSOLUTELY NO DRINKING ALCOHOL ON SHIFT. IMMEDIATE TERMINATION WILL RESULT.
- ALL EMPLOYEE FOOD MUST BE PAID FOR & PUT IN WITH MANAGER. If you wish to eat before your shift, you must come in early. Do not come in & expect to take an immediate break to eat.

Bartender/Food Runner Tip Out:

Tip Out is the amount that you tip to the Wait Staff Bartender & Food Runner. Depending on day and shift, a minimum amount will be due to Wait Staff Bartender & Food Runner. You can tip more, if you see fit.

FORMAL NOTICE: For safety and business procedures, live video surveillance is operable 24 hours a day, seven days a week throughout our entire establishment. Please note that any infractions of any sort seen in person or on live video will result in disciplinary action up to and including immediate termination.