

Li'L Rizzo's

Position Description

TITLE: Waiter, Waitress or, Server

DEPARTMENT: Restaurant Operations

REPORTS TO: Restaurant Management Team

PRIMARY RESPONSIBILITIES: Act as a member of the Li'l Rizzo's Team and work to provide total guest satisfaction . Assist fellow team members. Interact with customers in a friendly and hospitable and timely manner, following Li'L Rizzo's approved service procedures. Provide Legendary service that will make Li'l Rizzo's their favorite restaurant.

SPECIFIC FUNCTIONS & DUTIES:

1. Welcome and greet guests. Make all our guests feel comfortable and let them know you're there to personally take care of them.
2. Inform guests of specials and menu changes.
3. Make recommendations you genuinely feel your guests will enjoy.
4. Answer questions about our food, beverages and other restaurant functions and services.
5. Take food and beverage orders from guests, enter orders in our point-of-sale system which relays orders to the kitchen and bar.
6. Deliver food and beverages from kitchen and bar to guests in a timely matter.
7. Perform side work at the start and end of each shift as assigned.
8. Maintain clean service areas.
9. Monitor and observe guests dining experience. Ensure guests are satisfied with the food and service. Respond promptly and courteously to any requests.
10. Remove dirty tableware, pre-bussing.
11. Prepare final bill, present check to guest, accept payment, process credit card charges or make change (if applicable).
12. Be ready and willing to assist fellow servers as situations arise.
13. Be ready and willing to assist busperson with clearing and resetting tables.
14. Be ready and willing to assist with taking carry out orders.
15. Thank guests for their visit and invite them to return.
16. Be available to fill in as needed to ensure the smooth and efficient operation of the restaurant as directed by the restaurant manager or immediate supervisor.
17. Completes all opening tasks, designated shift duties and closing duties as assigned.

QUALIFICATION STANDARDS:

1. Mobility required during entire shift between all areas of the restaurant.
2. Ability to wipe down table tops, table legs, pick up debris off the floor and wipe down booth areas.
3. Regularly carries plates, glassware and other service items throughout the restaurant during a shift.
4. Reading, writing, math and effective verbal communications skills are required.
5. Carries items up to 25 pounds e.g. glass racks, loaded food trays, cases of beer, etc.

PHYSICAL STANDARDS:

1. Must be able to stand and exert fast-paced mobility for long periods of time (up to four hours). Must move among all areas of the restaurant. Must have the ability to bend, kneel, stoop, lift and carry items frequently weighing up to 25 pounds.

Please check the box that applies. Sign and date upon acceptance of a position with Li'L Rizzo's:

- I can perform all of the essential functions of this position.
- I can not perform all of the functions of this position without an accommodation.

Signature and Date: _____

To e-sign click this link: <https://mswinteractive.wufoo.com/forms/s1kcpzto0pi4pvs/>