



Job Title: Wait Staff
Job Code: 750
Department: POTH (Pizza on the Hill)
Reports to: POTH Manager
Class Code: 9066
FLSA Status: Non-exempt
Prepared Date: 8/13/2007, updated 4/30/11, 3/24/15, 10/14/15

SUMMARY

Under the direction of the POTH Supervisor or Manager, Wait Staff serves drinks and meals to patrons in dining establishment.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following. Other duties may be assigned.

- Provide excellent customer service to customers, business partners and employees.
- Present menu, answer questions, and make suggestions regarding food and service.
- Write order on check or memorize it.
- Relay order to kitchen using computerized ordering system.
- Serve courses from kitchen and service bars.
- Ensure dishes are properly garnished and prepared prior to serving.
- Observe diners to respond to any additional requests and to determine when meal has been completed.
- Total bill and accepts payment or refers patron to Cashier.
- Prepares restaurant for diners and performs other services as determined by establishment's size and practices.
- Open and close restaurant according to POTH procedures.

QUALIFICATIONS

To perform this job satisfactorily, an individual must be able to perform each essential duty. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

EDUCATION and/or EXPERIENCE

High school diploma or general education degree (GED); or one to three months related experience and/or training in restaurant serving; or equivalent combination of education and experience.

CERTIFICATES, LICENSES, REGISTRATIONS

Current Cardiopulmonary Resuscitation (CPR) and First Aid certifications recommended.

LANGUAGE SKILLS

Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to write routine reports and correspondence. Ability to speak effectively before groups of customers or employees of organization.

MATHEMATICAL SKILLS

Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent and to draw and interpret bar graphs.

REASONING ABILITY

Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form. Ability to deal with problems involving several concrete variables in standardized situations.

PHYSICAL DEMANDS

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 may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to stand; walk; use hands to finger, handle, or feel; reach with hands and arms; and talk or hear. The employee is occasionally required to sit; climb or balance; stoop, kneel, crouch, or crawl; and taste or smell. The employee must frequently lift and/or move up to 10 pounds and occasionally lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision, distance vision, peripheral vision, depth perception, and ability to adjust focus.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is occasionally exposed to wet and/or humid conditions; moving mechanical parts; high, precarious places; fumes or airborne particles; toxic or caustic chemicals; outside weather conditions; extreme cold; extreme heat; and risk of electrical shock. The noise level in the work environment is usually moderate.