



**Job Title:** Front of House Staff  
**Job Code:** 150  
**Department:** POTH  
**Reports To:** POTH Supervisor  
**Class Code:** 9180  
**FLSA Status:** Non-exempt  
**Prepared Date:** 3/17/2009, updated 5/11/11, 3/26/15, 10/8/15, 6/29/16, 6/28/18, 11/18, 4/1/2021

### **SUMMARY**

The Front of House Staff assists customers with purchase of food and beverage items using a cash register and credit card machine. Serves drinks and meals to patrons. Clears and resets tables in an efficient manner.

**ESSENTIAL DUTIES AND RESPONSIBILITIES** include the following. May be assigned other duties as needed.

- Provide excellent customer service to guests, customers, employees, and business partners and facilitate orders in a timely manner.
- Maintain a working knowledge of all products (food and beverage) that are offered at restaurant.
- 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.
- Understand and enforce Alcoholic Beverage Control (ABC) regulations and related laws.
- ENSURE ALCOHOL IS NOT PURCHASED BY ANYONE UNDER 21 YEARS OLD.
- REQUIRE ID FROM ANYONE WHO LOOKS UNDER 30 YEARS OLD.
- Collect money from customers who purchase food and beverage items; be familiar with employee food and non-alcoholic beverage discounts.
- Restock restaurant area as needed and keep beverage and water station current.
- Inform supervisor when product is low or needs to be reordered.
- Answer food and beverage telephone.
- Operate a cash register and credit card machine.
- Assist with snow removal including shoveling and clearing snow from walkways and paths.
- Run hot food to tables.
- Clear plates, utensils, glasses, and other items from tables; wipe tables down and ensure cleanliness around table; set up table.
- Maintain neat and clean restaurant and service area; stock service area with supplies needed.
- Notify Manager or Supervisor of complaints, comments, or problems.
- Assist with clearing dishes from table and serving food to customers.
- Observe diners to respond to any additional requests and to determine when meal has been completed.
- Prepares restaurant for diners and performs other services as determined by establishment's size and practices.

### **QUALIFICATIONS**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. 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. Must be at least 18 years old.

### **EDUCATION and/or EXPERIENCE**

Less than high school education; or up to one-month related experience or training; or equivalent combination of education and experience.

### **CERTIFICATES, LICENSES, REGISTRATIONS**

Current Cardiopulmonary Resuscitation (CPR) and First Aid certifications recommended. California Food Handlers card required.

### **LANGUAGE SKILLS**

Ability to read and comprehend simple instructions, short correspondence, and memos. Ability to write simple correspondence. Ability to effectively present information in one-on-one and small group situations to customers, clients, and other employees of the organization.

### **MATHEMATICAL SKILLS**

Ability to calculate figures and amounts such as discounts, interest, commissions, proportions, percentages, area, circumference, and volume. Ability to apply concepts of basic algebra and geometry.

### **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 use hands to finger, handle, or feel; reach with hands and arms; and talk or hear. The employee frequently is required to stand and sit. The employee is occasionally required to walk; 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 25 pounds. Specific vision abilities required by this job include close vision, distance vision, color 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 regularly exposed to moving mechanical parts. The employee is occasionally exposed to outside weather conditions, toxic or caustic chemicals and risk of electrical shock. The noise level in the work environment is usually moderate.