

BON APPÉTIT
MANAGEMENT COMPANY

food services for a sustainable future®

JOB TITLE:	Line Server and Café/Dinning Room Attendant	DATE CREATED:	02/05/09
EXEMPT STATUS:	Non-Exempt	DATE REVISED:	07/27/12
REPORTS TO:	Chef, Catering, or Cafe Manager		
APPROVED BY:	Patricia Dozier, HR Director		

POSITION SUMMARY:

The Student Line Server and Café/Dining Room Attendant for Bon Appétit Management Company is responsible for, keeping their designated work area clean, stocked and organized at all times, serving guests, and explaining menu items.

POSITION OBJECTIVES:

In the performance of their respective tasks and duties all employees are expected to conform to the following:

- Perform quality work within deadlines with or without direct supervision.
- Interact professionally with other employees, customers and suppliers.
- Work effectively as a team contributor on all assignments.
- Work independently while understanding the necessity for communicating and coordinating work efforts with other employees and organizations.

MAJOR DUTIES/FUNCTIONS/TASKS:

- Greet guests and introduces themselves in task specific manner.
- Answer questions about menu items, making recommendations upon request.
- Remove dishes, glasses, cookware from tables or counters.
- Stock designated café service areas with supplies such as coffee, food, tableware, utensils, linens etc.
- Communicate with kitchen and café staff to make sure all customer needs are met.
- Perform to pre determined service standards set forth in great expectations.

MINOR DUTIES:

Note: Job duties are subject to change as needed.

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.

- Ability to interact with diverse and high volume customer base in a friendly and efficient manner.
- Ability to use the time clock system properly, and record worked hours for processing.
- Ability to answer basic questions regarding unit operations and direct other questions to appropriate parties.
- Must be familiar with all menu items, their preparation and service procedure.
- Must be clean, smart and well presentable.
- Posses the ability to meet Bon Appétit unit specific uniform standards for this position.
- Utilize all Personal Protective Equipment per Bon Appétit guidelines.
- Wear a cut resistant glove whenever using a sharp or potentially sharp tool or instrument.

CERTIFICATES, LICENSES, REGISTRATIONS:

- All students must complete the required safety and service training programs for their specific position before their first scheduled shift.

PHYSICAL REQUIREMENTS:

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, talk or hear, and taste or smell.
- Walk; use hands to finger, handle, or feel; stoop, kneel, crouch, or crawl; reach with hands and arms.
- Regularly lift and/or move up to 25 pounds and may occasionally lift up to 50 pounds.
- Specific vision abilities required by this job include close vision, color vision, depth perception, and ability to adjust focus.

LANGUAGE SKILLS:

- Ability to speak, read, and comprehend simple instructions, short correspondence, and memos in English.
- 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.

ACHIEVING LEADERSHIP IN THE FOODSERVICE INDUSTRY:

Bon Appétit is a diversity growth-oriented organization. Our goal is to improve the quality of work life by using fair and consistent treatment and providing equal growth opportunities for ALL associates. EOE & AA Employer M/F/D/V.

AUTHORITY:

This position does not directly supervise anyone but is responsible for working in a team and completing tasks in a group setting.

EMPLOYEE ACKNOWLEDGEMENT: _____ Date: _____