

Server Position Description – Non Exempt

Team Member Name: _____

Reports To:

Manager or Shift Leader on Duty

Minimum Age:

18 years old

Minimum Required Work Periods: **All Holidays; All Days and Nights as Needed**

Summary

Provides an environment throughout the restaurant facility whereby it is clean and well maintained both inside & outside. This environment inside the unit includes clearing, cleaning and resetting of all tables & booths as well as all entrance ways, hallways, walls, windows, floors, ceilings, plants, equipment, tables, booths, carpet & tile, restrooms & all the items within the restrooms.

Outside the unit this environment includes all entrance ways, sidewalks, parking lots, dumpster & storage areas, all landscaped areas including flower beds, stone & mulch landscape and all turf areas including the refuse, cigarette & newspaper containers, and all the refuse that accumulates in the parking lots, landscape and turf areas.

This position is most critical to the overall image and success of our Company and it is what our guests first see when approaching our restaurant to dine with us and so this environment must be maintained according to Perkins Systems & Standards; taking into account Company policies, procedures, programs and performance standards.

Provides professional, friendly and efficient service to all guests according to Perkins Systems & Standards; taking into account Company policies, procedures, programs and performance standards.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

Image & Professionalism

- In accordance with the Company Handbook which details this section in specific detail you are required to:
 - Report to work well groomed, Report to work practicing good personal hygiene, Report to work in your proper uniform; or your employment will be terminated
 - Assist the guests & other team members at all times so as to provide a "Team" atmosphere throughout the restaurant and your scheduled shift

Training & Communication

- In accordance with Perkins Systems & Standards you are required to:
 - Successfully complete all training materials including Perkins Itineraries, Menu Tour Books, Menu Spec Tests and Menu Promo Items Spec Tests, Maintain all aspects of the Perkins Spec & Quick Step Binders & their contents
 - View all DVDs as to proper guest service, cash handling, food production, bakery & retail sales and sanitation & cleaning procedures
- You are required to communicate all System breakdowns directly to the manager on duty whether in regard to food products, equipment, facilities and/or team member issues

Perkins Systems & Standards

- In accordance with Perkins Systems & Standards, NYS Health Code and FDA Regulations; all of which are available in the break room or from the manager on duty, you are required to properly:
 - Store all products in proper location & at proper temperature
 - Maintain proper location and use of sanitizer buckets throughout the Heart of House and specifically at the bakery & dessert work station
- In accordance with Perkins Systems & Standards you are required to perform the following tasks which are listed by category:

Guest Service:

- Greet each person who enters the restaurant in a professional & friendly manner
- Seat the guest at the next table available based on the rotation schedule; unless the guest specifically asks you to be seated elsewhere in which case you would accommodate the guest
 - You may never "skip" a server's section if it is next up in rotation
 - You must open every menu you present at the table, explain the feature of the day and let the guest know who their server will be
 - If times permits you should offer to get the guest a beverage
- Pre-set tables with placemats & other items in accordance with Perkins Systems & Standards
- Maintain the bakery cases so that they are always fully stocked at all times of the day with fresh product
- Maintain shelving & display areas with retail products so that they are always fully stocked at all times of the day
- Pre-buss all items off the tables as needed, regardless of whether the table is empty or not, including, but not limited to:
 - Glasses, plates, dishes, cups, ketchup, mustard, hot sauce, steak sauce, horse radish, Worcestershire sauce, coffee pots, hot tea pots, jelly caddies, creamers, bread baskets & syrup caddies
- Re-stock all non-food & retail products throughout your shift everywhere in the Front of the House but with an emphasis on the dining room tables that the unit needs including:
 - Kids Menus, Silverware, To-Go supplies & containers, Cash register supplies & forms, Balloons, Rolling silverware
- Clean all seating charts, cash registers, bakery cases, food menus, dessert menus, table tents & display materials throughout your shift using proper cleaning solution and towels

Order Taking:

7 Steps to Service

- Greet Guests (30 seconds), Take the order (within 90 seconds), Deliver appetizers, beverages, and condiments (ABC), Deliver food immediately (which guest check), 2 Bite check back, Pre-buss and suggest specific dessert and Deliver dessert (within 4 minutes).
- Deliver hot food immediately, Greet guests (Step #1), Prebus, Refill beverages, Guest acknowledgement at arrival and departure, Communicate / Buzz and Thanks guests for visiting our restaurant and invites them back.
- Avoids entering items mistakenly and has manager approval for all special micros functions including voids, cancels etc.
- Writes and pre-checks guest checks as per Perkins Standards.

- Deliver hot food hot and cold food cold
- Deliver PERFECT Service
- **Suggestive Selling:**
 - Suggest additional bakery items To-Go to all guests as you walk through the restaurant and specifically as they pay for their meal and before they leave the restaurant
 - Ensure that you have impulse items clearly visible at the cash register for guests to purchase; including such things as pre-wrapped brownies, pie markers & syrups
- **Systems & Standards:**
 - Complete the Feature Board for the next shift
 - It is critical that you multi task so as to make the best use of your time and also meet the Perkins Standard with respect to timing standards on each function you perform
 - Ensure that all food & paper are picked up, swept up or vacuumed up at all times
 - Ensure that no product is left out on any surface whereby it's internal temperature rises to an unacceptable level
 - Store all broken glass and/or china in the proper container
 - Maintain all hand washing sinks in the Heart of House; including soap, scrub brushes & paper towels
 - Maintain all Eco-Lab (or equivalent) Oasis Systems
 - Maintain proper location and use of sanitizer buckets throughout the Heart of House
- You are required to complete any and all reasonable tasks requested by management so as to protect the Perkins Brand, the Company & all of it's Team Members
- You are required to polish all wood, furniture, booths & blinds using the Radiance cleaner, clean and polish all stainless (regardless of where it is in the unit) using the Aerosol Stainless Cleaner with the solutions from Eco-Lab as well as clean the dipper wells using Lime Away cleaner
- You are required to continually wash your hands throughout your shift in accordance with NYS Health Code so as to avoid cross contamination
- **Cleaning Standards**
 - In accordance with Perkins Systems & Standards, on a shiftly basis and within your assigned scheduled work hours, or as requested verbally by the manager on duty, you are required to:
 - Use, maintain, vacuum, keep free from debris & thoroughly wash, clean & sanitize (using proper approved cleaning solutions) the following items in the dining rooms that you are assigned to:
 - All dining room tables; tops, sides & bases
 - All chairs; seat cushions, wooden frames & legs
 - All booths; seat cushions, seat backs (both sides) & bases
 - All walls & light fixtures
 - All pictures, knick knacks & real or plastic plants
 - All ceiling vents
 - All decorative glass partitions
 - All mirrors
 - All internal & external entry and/or exit door windows
 - All window treatments; including cloth curtains & window blinds and window ledges
 - All fire extinguishers
 - All floors; including carpet & tile; you must deck brush all the floors & base boards and behind and underneath each piece of furniture
 - All floor drains, sinks, hand sinks & counters
 - Use, maintain, completely re-stock (in accordance with proper par levels on a FIFO basis), thoroughly wash (using proper approved cleaning solutions), completely disassemble and sanitize all machines (including the mechanical parts & devices so as to eliminate the possibility of fruit flies) keep clean & free from all debris the following items in the Heart of House:
 - The salad station; including chilled plates & forks
 - The beer/wine cooler inside & outside; including the door gasket & chilled glasses
 - All reach-in coolers inside & outside; including the door gasket
 - All cold rails inside & outside; at end of the business day product to be stored in walk-in-cooler
 - All the machines; including the ice machine, soda machine, juice machine, coffee earns & brewers, hot chocolate machine, iced tea brewer & dispenser, milkshake machine and ice bins; including removing all moveable parts at the end of the business day and soaking them in the proper cleaning solution overnight
 - The pass shelves must be cleaned with All Purpose Cleaner and then sprayed with sanitizer
 - The service side of the heat lamps (stainless face)
 - The stainless shelves and cabinets inside & outside; including the panels, legs & bases
 - The dessert station
 - The pie/dessert cooler
 - The maple syrup warming unit & the warming plate/tray; including all other syrup containers
 - The warming drawers unit
 - The POS terminals; including the equipment itself, underneath and behind them, the backsplash and all related power supplies and cables
 - Re-stock:
 - All paper supplies
 - All condiments, toppings, syrups, creamers & jellies
 - All To-Go containers
 - All china, flatware & glassware
 - Balloons
 - Rolling silverware
 - Empty & wash the trash receptacles and bring all trash bags to the Heart of House
 - Keep the Front of House, Heart of the House and Exterior premises clean and free of debris at all times; including floors, walls, ceilings and all counters & shelves; regardless of where they are located; so as to ensure a clean and safe operating environment for all Team Members & Guests.

- It is critical that you pick up anything you see on the floor or ground that could cause an unsafe condition for anyone.

QUALIFICATIONS

- To perform this job successfully you must be able to perform each essential duty satisfactorily. The requirements listed above 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 and it is your responsibility to notify the Payroll Department **and** your General Manager as to any disability you may have

EDUCATION and/or EXPERIENCE

- You must have knowledge of basic mathematical & reading skills, menu items, food preparation, sanitation, safety, guest service & common sense
- You must have knowledge on being able to suggestively sell guests additional food options with their meals
- You must be able to demonstrate that you are personable
- You must have attained the minimum age requirement as listed on page one (1) of this Job Description

CERTIFICATES, LICENSES AND REGISTRATIONS

- You must have reliable transportation in order to ensure you arrive on time for your scheduled shift and are able to work the entire scheduled shift without exception
- At some point in time at the Company's sole discretion you **will be required** to obtain your ServSafe Certification in order for the Company to meet required NYS Health Code and FDA Laws during your employment and it will be a requirement of this position
- At some point in time at the Company's sole discretion you **will be required** to become a Certified Trainer, under the Perkins Systems & Standards during your employment and it will be a requirement of this position

PHYSICAL DEMANDS

- The physical demands described here are representative of those that must be met by you to successfully perform the essential functions of this job and reasonable accommodations may be made to enable individuals with disabilities to perform these essential functions
- While performing the duties of this job you are regularly required to stand; walk; use hands to finger, handle, or feel; reach with hands and arms; talk or hear and taste or smell and you will be required to sit; climb or balance, stoop, kneel, crouch or crawl. You must regularly lift and/or move up to 50 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 that you will encounter while performing the essential functions of this job and reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions
- While performing the duties of this job you will be frequently exposed to wet and/or humid conditions, toxic or caustic chemicals and extreme heat and you will be exposed to moving mechanical parts, fumes & airborne particles, outside weather conditions, extreme cold, risk of electrical shock and vibration. The noise level in the work environment is usually loud

The above statements are intended to describe the general nature and level of work required by you in this position and they are not intended to be an all-inclusive list of your required responsibilities, duties or skills. These statements may be modified periodically by the Company but no one else for any reason.

CERTIFICATION OF UNDERSTANDING OF JOB RESPONSIBILITIES

I have read this job description and completely understand the requirements and responsibilities contained in it and expected of me. Furthermore:

- I understand that receipt of this job description does not constitute or imply an employment contract
- I understand that my employment and compensation may be terminated with or without cause and/or notice, at any time, at the option of either the Company or myself
- I understand that the Company reserves the right to alter, amend, change or terminate any of the responsibilities or other information provided in this job description at any time with or without notice
- I understand that the Company has a number of Zero Tolerance Policies outlined in this Job Description as well as the Company Handbook solely because the business is considered High Risk to the General Public by the NYS Health Department and Food & Drug Administration (FDA) and that my failure to follow all required Systems & Standards may put the General Public at risk and therefore my failure to follow every System & Procedure may cause my termination of employment
- I understand it is my responsibility to read and perform all the duties and procedures outlined in this job description in order to remain employed. I have familiarized myself with the information in this job description and will seek clarification if needed
- I understand that the information contained in this job description is in outline form with specific responsibilities and that I can obtain further information from the training manuals, my manager or from the Payroll Department

Team Member Signature: _____

Effective Date: _____