

Job Description

POSITION: BUSSER

NATURE OF WORK

The busser is responsible for cleaning tables, removing dirty dishes, setting tables, providing hummus & chips, offering water, assisting the servers when needed, replenishing silverware and glassware when needed, in an efficient and productive manner.

MINIMUM QUALIFICATIONS

Education and Experience

Restaurant bussing experience is preferred.

Knowledge, Abilities, and Skills

- Ability to accomplish multiple tasks simultaneously and under pressure
- Knowledge of daily operations in the restaurant industry
- Ability to interact well with others and as part of a team
- The ability to communicate information effectively
- Knowledge of principles and practices for providing excellent customer service
- Polished and professional manners
- Knowledge of the structure and content of the English language
- Knowledge of principles and processes for providing customer service, including customer needs assessment
- Responsible, reliable, dependable and honest
- Ability to lift 50 pounds
- Ability to stand on feet for a minimum of 6 hours.

Tools and Technology

None

SUPERVISION RECEIVED

The busser is overseen by the Executive Chef, Sous Chef, General Manager & Assistant Restaurant Manager.

SUPERVISION EXERCISED

None.

POSITION REQUIREMENTS

Side Work Quality

- Complete all sidework as determined by the Manager properly and efficiently
- Undertake larger sidework projects as they become needed

Service Standards

- Wipe tables and seats with dampened cloths and/or replace dirty tablecloths as needed
- Give complimentary taste of chips & hummus to customers, as well as offer filtered tap, bottled still or bottled sparkling water
- Clear all silverware and plates for each course
- Set tables with clean linens, glassware and flatware quickly and efficiently
- Carry dishes and other tableware to kitchen for cleaning
- Scrape and stack dirty dishes at dishpit
- Clean up spilled food or drink or broken dishes and remove empty bottles and trash.
- Maintain adequate supplies of items such as clean silverware and glassware
- Fill ice dispenser as needed

Attendance & Punctuality

- On-time, dressed in job-appropriate attire, well-groomed and ready to work at your scheduled starting time
- Follow the schedule as set by the manager and exhibit responsibility for punctual attendance at all scheduled shifts unless otherwise agreed upon
- Complete all shifts in their entirety

Initiative

- Recognize when something needs to be done and take charge to ensure its timely completion
- Analyze information and evaluate results to choose the best solution and solve problems

Acceptance of Constructive Feedback

- Accept constructive feedback appropriately and professionally, with a keen understanding that the long term goals of the business are critical
- Respect managers upon acceptance of constructive feedback

Improvement of on Feedback

- Upon receiving constructive feedback, make improvements upon such guidelines as stated by the manager
- Exhibit continuous and long term improvement over time on performance feedback

Professional Appearance & Readiness for Work

- Always maintain a professional appearance while working, following the guidelines for grooming and personal hygiene as described below
- Be ready to work at your regular starting time, dressed in job appropriate attire, as scheduled by the Manager.

Professionalism

- Uphold a professional working relationship with all team members, even during periods of slower business
- Consistently maintain professional relationships with customers, and refrain from using casual language
- Represent the Company to customers in a proficient and professional manner

Teamwork

- Develop constructive and cooperative working relationships with others, and maintain them over time
- Consistently seek to help coworkers when needed
- Maintain a continuous oversight of the dining room and the needs of the customers

Attitude

- Maintain a positive attitude even in difficult situations, including with customers, fellow coworkers and Managers

UNIFORM

- Black full length dress pants; (skirts and jeans are not permitted)
- Long sleeve or ¾ length black shirt, boat neck, scoop or v-neck dress shirt with proper coverage.
- Long black apron
- Black socks and black, closed toe, slip-resistant, rubber soled dress shoes.

- Jewelry should be kept to a minimum, and should be conservative and tasteful in manner.
- Excessive and/or flashy jewelry or accessories of any other kind are not permitted, including but not limited to large hoop earrings.
- Any staff member who arrives at work without the proper attire or grooming may be sent home at the Manager's discretion.

GROOMING

- Employees must always appear clean, crisp, well groomed and fitted.
- Employees are responsible for ensuring that the correct uniform is worn and that their garments are clean, well-pressed and in good condition.
- Undergarments should not be visible.
- Face must be clean-shaven at all times. Facial hair must be conservative in nature and trimmed to 1/8" or at the manager's discretion.
- Fingernails must be neatly manicured, short and clean.
- All visible body piercing other than one earring per ear must be removed. Any visible tattoos must be covered.
- Hair must be neat, off face, well-trimmed and not in the eyes.
- Any hair accessories must coordinate with clothing and should be unobtrusive.
- Nail polish, if worn, must be free of chips.
- If you use tobacco products, there must be no discernible traces of tobacco use. This includes visual signs of use and odor. There must be absolutely no residual tobacco odor on an employee's clothes, hands and/or breath.

SERVICE STANDARDS

- Smile, make eye contact and speak clearly in a friendly manner.
- Speak in an attentive, natural and courteous manner.
- Staff will always show care for our guests. Guests should have the impression staff genuinely cares about their dining experience and will do everything possible to ensure it exceeds their expectations.
- Create a sense of recognition by using the guest's name, when known in a natural and discreet manner.
- No gum chewing.
- Staff to be aware of body movements, no running, no pointing, and use of proper posture.
- No leaning when addressing a table.
- Do not use slang with guests. Use proper verbiage and descriptive words.
- Staff will treat other staff in a respectful and courteous manner.
- When answering the phone: Good (afternoon, evening or morning) Yella Grille, this is Name

- **Never** leave anyone on hold for more than 60 seconds. Take down their information and call them back in a timely manner when an answer is available.
- Listen carefully to guests and inform the owner and/or manager of any problems.
- Take action and do whatever we can for guests and each other. Support one another, work efficiently and professionally.
- Anticipate guest's needs. Consistently exceed expectations.
- Give your undivided attention to each guest. Make eye contact.
- Have a positive attitude-even in difficult situations.
- Take ownership of guest's requests and complaints.
- Ensure timely delivery of service.
- Serve Ladies first when possible.
- All glassware must be carried on a tray. Flatware can be carried on a plate. **Do not** hand carry flatware or glassware.
- There will be no congregating and chatting about non-restaurant matters.
- **Never** discuss any matters regarding money, religion or politics with other employees and/or guests

SEQUENCE OF SERVICE

- Constantly communicate with host on appropriate table settings based on table turns
- Ensure clean table cloths & wiped seats
- Properly set tables including glassware, napkins and flatware, ensuring that all items are cleaned and polished appropriately
- Upon guest arrival, bring complimentary taste of chips & hummus to the table
- Offer filtered tap water, bottled still water or bottled sparkling water and bring appropriate selection to table
- Clear all items affiliated with a course prior to the serving of the next course, including unused silverware
- Pre-bus tables when necessary and appropriate, never clearing prior to all guests at the table having finished, always asking "May I clear?"

