



# Horizon House

## JOB DESCRIPTION

<b>Title:</b>	Waitperson/Server	<b>Department:</b>	Food Service
<b>Supervisor:</b>	Dining Services Manager	<b>Effective Date:</b>	7/1/2000; Revised 10/1/2009
<b>Status:</b>	Part-time; Fri, Sat, Sun and holidays; 11:30am-8pm	<b>Grade 11:</b>	Non-exempt

### Summary:

The Waitperson/Server is responsible for the serving of residents and guests in the Dining Room, resident apartments and private dining rooms. This position also serves residents by maintaining the self-serve coffee bar, setting up and serving catered parties, setting and cleaning up of the dining room, salad and soup bar. He/she is responsible for inputting charge slips and closing charge slips.

### Essential Job Duties:

1. Serves food and beverage to residents and guests in the dining room, private apartments or for catered events. Provides professional and courteous service using correct service techniques.
2. Takes resident and guest food orders and carries food to table on service trays.
3. Sets up, serves, and breaks down catered parties and beverage services as assigned.
4. Maintains resident self-serve coffee bar by keeping it sufficiently stocked and thoroughly cleaned ( morning server only).
5. Sets up salad and soup bar according to dining room standards. Considers placement of foods to create an attractive display that is convenient for residents. Maintains the highest standards for cleanliness in these areas.
6. Performs side duties as assigned. (Opening & Closing duties).
7. Follows weekly cleaning schedules as posted by the Dining Services Manager.
8. Attends and participates in daily menu meetings and the monthly & quarterly in-service meetings as scheduled.

### Secondary Job Duties:

1. Assists with hostess opening duties as assigned.
2. Assists with setting up the dining room for special events, to include moving and rearranging the dining room tables and chairs.
3. Answers phone calls in the dining room in the absence of the hostess. Takes messages and forwards them to the appropriate person. Records all reservation information in the reservation book.
4. Helps out residents with grocery needs when host or deli server are not available.
5. Performs other duties or responsibilities as assigned by the Dining Room Manager.
6. Participates on organizational quality improvement committees as requested.

### Job Requirements:

Excellent communication skills, customer service oriented. Must be able to speak and communicate in English so that the essential functions of the position can be satisfactorily performed. Must be able to read, write, and solve basic math problems required by the essential functions of this position. Must have a valid food handler's permit. Must be flexible, organized and work well under pressure. Adheres to defined uniform standards when on duty.

### Experience/Knowledge/Education/Special Training Required:

High School diploma, GED or equivalent preferred. Minimum six (6) months previous experience in a food service or retirement/healthcare facility, restaurant or hotel setting preferred. Experience or aptitude for working with seniors preferred. High school diploma or equivalent required.

### Material/Equipment/Supplies used:

Rolling cart, serving trays, tray jacks, commercial beverage machines (coffee, juice), elevators & telephones.

### Physical requirements:

1. Ability to speak and hear adequately to perform the essential functions of the job.
2. Ability to lift and carry oval trays up to 25lbs. Over the shoulder.
3. Ability to stand and walk on a continual basis for up to three hours or more.
4. Ability to work in inside environmental conditions and occasional outside environmental conditions (e.g. summer picnic).
5. The person in this position is not at risk for blood-borne pathogens.