

DEPARTMENT: Restaurant**POSITION:** Busperson**JOB OVERVIEW:**

Assist Captain and Server in providing quality food and beverage service to guests courteously and efficiently. Maintain cleanliness of tables, service areas, and equipment. Stock all wares and equipment needed for service.

REPORTS TO: Restaurant Manager and/or assigned Captain.

SUPERVISES:**WORK ENVIRONMENT:**

Three Meal Restaurant and Kitchen/Stewarding service areas

Job involves working:

- Under variable temperature conditions (or extreme heat or cold).
- Under variable noise levels.
- Outdoors/indoors.
- Around fumes and/or odor hazards.
- Around dust and/or mite hazards.
- Around chemicals.

KEY RELATIONSHIPS:

Internal: Staff in Restaurant, Bar, Kitchen/Stewarding, Housekeeping, and Engineering.

External: Hotel Guests and Visitors.

QUALIFICATIONS**Essential:**

1. Food handling certification.
2. Minimum ____ years of age to serve alcoholic beverages.
3. Fluency in English both verbal and non-verbal.
4. Provide legible communication and directions.
5. Compute basic arithmetic.
6. Ability to:
 - Willing to perform job functions with attention to detail, speed, and accuracy.
 - Ability to prioritize and organize tasks.
 - Ability to think clearly, can remain calm, and solve problems using good judgment.
 - Ability to follow specific directions thoroughly.
 - Desire to understand guests' service needs.
 - Ability to work cohesively with co-workers as part of a team.
 - Ability to work with minimal supervision.
 - Ability to maintain confidentiality of guest information and pertinent hotel data.

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DEPARTMENT: Restaurant**POSITION:** BuspersonDesirable:

1. High school graduate or equivalent vocational training certificate.
2. Previous experience in a similar position.
3. Certification of previous training in alcohol awareness program.
4. Certifications of previous training in sanitation.
5. Certification in CPR.
6. Previous guest relations training.
7. Fluency in a second language, preferably _____.

PHYSICAL ABILITIESEssential:

1. Exert physical effort in transporting _____ (____pounds) to _____.
2. Endure various physical movements throughout the work areas.
3. Reach ____ inches/feet.
4. Remain in stationary position for ____ minutes/hours throughout work shift.
5. Satisfactorily communicate with guests, management, and co-workers to their understanding.

Desirable:**ESSENTIAL JOB FUNCTIONS**

1. Maintain complete knowledge of and comply with all departmental policies/service procedures/standards.
2. Maintain complete knowledge of correct maintenance and use of equipment. Use equipment only as intended.
3. Anticipate guests' needs, respond promptly and acknowledge all guests, however busy and whatever time of day.
4. Maintain positive guest relations at all times.
5. Be familiar with all hotel services/features and local attractions/activities to respond to guest inquiries accurately.
6. Resolve guest complaints, ensuring guest satisfaction.
7. Monitor and maintain cleanliness, sanitation, and organization of assigned work areas.
8. Maintain complete knowledge of table/seat/station numbers, room capacity, hours of operation, and proper table set ups.
9. Maintain knowledge of and strictly abide by state liquor laws/regulations.
10. Complete opening side duties:
 - a) Check station assignments and complete work to be done.
 - b) Transport supplies from storeroom to the Restaurant as assigned.
 - c) Set up trash receptacles and breakdown area following departmental specifications.

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- d) Stock condiments and supplies as laid down in departmental standards.
 - e) Set up bread station as laid down in departmental standards.
 - f) Prepare beverage stations as assigned as laid down in departmental standards.
 - g) Retrieve clean linen from Laundry and stock in restaurants.
 - h) Fold napkins as required.
 - i) Stock and polish all side station wares to the stated levels required for business.
 - j) Set tables
 - k) Attend Pre-Meal meeting.
11. Serve water to all guests.
 12. Serve bread and butter.
 13. Serve coffee, tea, and other designated non-alcoholic beverages.
 14. Remove soiled wares and other items from tables as assigned.
 15. Transport tray from restaurant to breakdown area; and separate wares and food.
 16. Monitor and maintain cleanliness of assigned tables.
 17. Place additional utensils and wares on tables as directed.
 18. Maintain wine buckets.
 19. Change soiled ashtrays.
 20. Refill non-alcoholic beverages according to procedures.
 21. Clean and reset tables immediately after guest departs
 22. Lift trays
 23. Breakdown trays.
 24. Replenish wares in side stations throughout shift.
 25. Clean coffee machine and other beverage equipment as assigned.
 26. Complete closing duties as assigned:
 - a) Properly store all reusable goods.
 - b) Breakdown all food stations.
 - c) Breakdown all beverage stations.
 - d) Restock items for next service.
 - e) Transport all dirty linen to Laundry.
 - f) Secure all supplies at shift end.
 27. Leave duty after reporting to supervisor.
 28. Issue, open and serve wine/champagne bottles; collect payment/tickets where specified.

SECONDARY JOB FUNCTIONS

1. Assist in service of food as assigned.
2. Follow the maintenance program and cleaning schedule as assigned.
3. Obtain cigars/cigarettes for guests as assigned.
4. Document maintenance needs on work orders and submit to Manager/Supervisor.

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DEPARTMENT: Restaurant**POSITION:** Busperson**STANDARD SPECIFICATIONS**

Requirements are representative of minimum levels of knowledge, skills, and/or abilities. To perform this job successfully, the incumbent will possess the abilities or aptitudes to perform each duty proficiently. Some requirements may exclude individuals who pose a direct threat or significant risk to the health and safety of themselves, other employees, or guests.

A review of this description has excluded the marginal functions of the position that are incidental to the performance of fundamental job duties. All duties and requirements are essential job functions.

This job description in no way states or implies that these are the only duties to be performed by the employee occupying this position. Employees will be required to perform any other job-related duties assigned by their supervisor.

This document does not create an employment contract, implied or otherwise, other than an "at will" employment relationship.

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