

SEE ROCK CITY, INC.
JOB DESCRIPTION

Title: CAFE 7 FOOD RUNNER	Team: Culinary Experience
Reports to: Café 7 Manager	Status: Non-Exempt, Part-Time

Summary

Provides excellent guest service by delivering food and beverages and assisting servers at Café 7as directed and in a timely manner. Responsible for ensuring work environment meets all prescribed health and safety standards. Under the direction of the Café 7 Manager the Café 7 Food Runner is responsible for performing the following duties:

Responsibilities

- Delivers excellent guest service to internal and external customers in line with the organization's mission, culture, and values.
- Models appropriate guest and partner interaction at all times.
- Greets all guests with enthusiasm and friendliness, delivering excellent guest service at all times.
- Identifies food orders when ready and delivers items to tables in a timely manner
- Responsible for assisting in clearing, cleaning, and resetting tables after guest departure.
- Assists kitchen staff by calling in new orders and checking food for accuracy
- Assists in dish washing and food preparation
- Maintains full knowledge of menus, recipes, and other pertinent information, constantly increasing knowledge of food, beverages, and other products and services.
- Answers guest questions about food, beverages, and our facilities accurately and in a friendly manner.
- Does side work during non-busy hours.
- Maintains a professional appearance at all times.
- Communicates with food and beverage partners to ensure guest satisfaction.
- Maintains professional relationships with all coworkers.
- Assists in ensuring health codes and safety standards are followed in order to maintain a high health score.
- Follows checklists and standard operating procedures, including those related to inventory and portion control.
- Maintains a safe, clean, organized, and stocked work area.
- Performs other duties as assigned by management.

Qualifications

- Possess an outgoing, friendly personality and the desire to provide quality service.
- Ability to convey a conservative and professional image to guests
- Must have at least 6 months hospitality or retail customer service experience with preference for previous restaurant serving experience.
- Ability to speak effectively in one-on-one and small group situations.
- Ability to read and interpret documents. Ability to write clearly.
- Ability to work effectively in a fast-paced, demanding environment, subject to extreme temperatures.
- Ability to add, subtract, multiply, and divide. Ability to perform these operations using units of American money.
- Ability to provide a flexible schedule to work nights, weekends, holidays, and special events as needed.
- Required to regularly use hands and fingers. Ability to lift/move up to 30 pounds. Required to walk, stoop, kneel or crouch frequently. Must be able to stand regularly