

SEE ROCK CITY, INC.
JOB DESCRIPTION

Title: <i>GOOD DOG Partner</i>	Team: GOOD DOG
Reports to: GOOD DOG Manager	Status: Part Time, Non-Exempt

Summary

Provides excellent guest service in support of our mission while efficiently preparing and serving GOOD DOG food and beverages to our guests. Under the direction of the GOOD DOG Manager, the GOOD DOG Partner 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.
- Grows sales by Up-Selling.
- Operates cash register to conduct transactions, including opening and closing procedures and daily deposits.
- Ensures work area is properly stocked and is kept in clean and organized order.
- Performs the opening and closing procedures, as well as maintains logs and checklists for additional work performed in the restaurant.
- Prepares and serves food and beverages.
- Ensures portion control and food quality to minimize loss.
- Adheres to all company policies and procedures.
- Maintains a clean and orderly shop, including assisting with cleanliness and organization of the dining room, windows, and doors of restaurant.
- Helps restock as needed.
- Answers phone in professional manner and take messages and/or orders as needed.
- Performs other duties as assigned by management.

Qualifications

- Possess an outgoing, friendly personality and the ability to provide excellent guest service.
- Ability to communicate and interact effectively in one-on-one and small group situations.
- Ability to convey a conservative and professional image to guests.
- Ability to read and interpret documents; to write reports and correspondence.
- Must possess good computer skills, previous cash register experience a plus.
- 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 50 pounds. Required to walk, stoop, kneel or crouch frequently. Must be able to stand regularly.