

CHER-AE HEIGHTS INDIAN COMMUNITY
OF THE TRINIDAD RANCHERIA
Job Description

Job Title: Host/Hostess/Cashier
Department: Seascape Restaurant
Reports To: Shift Supervisor
FLSA Status: Non-exempt
Prepared By: Human Resources
Prepared Date: 02/29/16
Approved By: CEO

Summary: The primary responsibility of the host/hostess/cashier is to provide prompt, courteous service to restaurant patrons and ensure guests are satisfied with their dining experience service. The host/hostess/cashier is a personal representation of the service and overall hospitality of the staff of the restaurant. The guests receive their first impression of service of the restaurant by their exchange with the host/hostess/cashier. The host/hostess/cashier primary duties include the following:

Essential Duties and Responsibilities include the following: Other duties may be assigned.

Performs as a team member with supervisors, food servers, bus people, and kitchen staff in producing a smooth and efficient running operation.

Represent facility professionally and positively on the telephone and in person, ensure that the guests are made comfortable and kept informed of the status of their orders or wait times.

Monitor the open dining sections of the restaurant for empty and cleaned tables, estimating wait times for guests, monitoring the guest waiting list and ensuring that the needs of the guests are met while they are waiting.

Provides clean menus to guests as seated, and cleans them afterward

The host/hostess/cashier is responsible for answering the telephone, and booking reservations; Communicating with guests and takes orders at the counter, uses up selling techniques to promote appetizers, desserts and other menu items.

Responsible for managing the register, including taking cash, checks and credit cards, making correct change for guests; ensure a balance of the register at the end of the shift or working period

Receive food checks from waiters or customers

Works with shift manager to handle/ record and store all cash correctly and tip out staff at end of shift

May assist busser/server with various tasks i.e., assist in clearing and cleaning tables, pouring water for guests, sweeping and opening closing duties as necessary.

Supervisory Responsibilities:

This job has no supervisory responsibilities.

Competencies/Qualifications:

To perform this job successfully, an individual should demonstrate the following competencies/qualifications satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required.

Customer Service - Responds promptly to customer needs; Solicits customer feedback to improve service; Responds to requests for service and assistance.

Teamwork - Balances team and individual responsibilities; supports everyone's efforts to succeed.

Interpersonal Skills - Maintains confidentiality; Listens to others without interrupting; Keeps emotions under control.

Professionalism - Approaches others in a tactful manner; Reacts well under pressure; Treats others with respect and consideration regardless of their status or position; Accepts responsibility for own actions; maintains a neat and clean appearance.

Safety and Security - Observes safety and security procedures; Reports potentially unsafe conditions; Uses equipment and materials properly.

Adaptability - Changes approach or method to best fit the situation; Able to deal with frequent change, delays, or unexpected events.

Attendance/Punctuality - Is consistently at work and on time; Ensures work responsibilities are covered when absent according to personnel policy manual. Must be able and willing to work various shifts including; weekends, late evenings, and holidays.

Dependability - Follows instructions, responds to management direction; Takes responsibility for own actions; Commits to long hours of work when necessary to reach goals; Completes tasks on time or notifies appropriate person with an alternate plan.

Initiative - Volunteers readily; Seeks increased responsibilities; Looks for and takes advantage of opportunities; Asks for and offers help when needed.

Language Skills - Work requires effective communication in English, both verbal and written form in a professional manner.

Reasoning Ability - Ability to apply common sense understanding to carry out simple instructions with attention to details.

Computer Skills - To perform this job successfully, an individual should have knowledge of Order processing systems and basic computer skills.

Mathematical Skills - Solid understanding of basic math and be able to do it quickly and competently. Ability to count money and give the correct change without the assistance of an electronic counting device.

Education and/or Experience:

High school diploma or general education degree (GED); or one to three months related experience and/or training; or equivalent combination of education and experience. Work permit required if appropriate.

Certificates, Licenses, Registrations:

Ability to obtain Servsafe Food Handler Certificate/Card within 30 days of employment.

Ability to pass pre-employment drug testing and random drug testing.

Physical Demands: The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this Job, the employee is regularly required to stand; walk; use hands to finger, handle, or feel; reach with hands and arms; stoop, kneel, crouch, or crawl; talk or hear and taste or smell. The employee is occasionally required to sit. The employee must regularly lift and /or move up to 10 pounds and occasionally lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus.

Work Environment: The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. The noise level in the work environment is usually moderate. The employee may be exposed to wet and/or humid conditions; moving mechanical parts and fumes or airborne particles.

Signature: _____

Date: _____

CHER-AE HEIGHTS INDIAN COMMUNITY
OF THE TRINIDAD RANCHERIA
Job Description

Job Title: Bus Person
Department: Seascope Restaurant
Reports To: Shift Supervisor
FLSA Status: Non-exempt
Prepared By: Human Resources
Prepared Date: 02/29/16
Approved By: CEO

Summary: The primary responsibility of the Bus Person is to provide prompt, courteous service to restaurant patrons and ensure guests are satisfied with their dining experience by assisting Food Servers and host/hostess as necessary. Work requires interactions with customers, public and co-workers.

Essential Duties and Responsibilities include the following: Other duties as assigned.

Represent Seascope Harbor Businesses professionally and positively with a clean, neat and professional appearance/demeanor

Assist with bringing water to customers when requested or refill beverages as needed

Ability to explain menu items to guests and answers guest questions on preparation and ingredients

Setting and clearing the tables during and after shift, including wiping table tops and chairs with damp cloth

Carries dirty dishes from dining room to kitchen separating dishes into the dishwashing station

Refill condiment bins and assist in making coffee, iced tea and lemonade

May assist with dish washing and putting clean dishes away

Responsible for maintaining a clean and sanitary work area at all times in full accordance with State Health Regulations

Cleans shelves and doors of service bars

Cleaning of dining room area floors as necessary throughout shift and at end of shift

Assists other restaurant personnel with opening/closing duties as necessary

Supervisory Responsibilities:

This job has no supervisory responsibilities.

Competencies/Qualifications:

To perform this job successfully, an individual should demonstrate the following competencies/qualifications satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required.

Customer Service - Responds promptly to customer needs and to requests for service and assistance.

Teamwork - Balances team and individual responsibilities; supports everyone's efforts to succeed.

Quality - Completes work in timely manner, with attention to detail and appearance.

Safety and Security - Observes safety and security procedures; Reports potentially unsafe conditions; Uses equipment and materials properly.

Adaptability - Changes approach or method to best fit the situation; Able to deal with frequent change, delays, or unexpected events.

Attendance/Punctuality - Is consistently at work and on time; Ensures work responsibilities are covered when absent according to personnel policy manual. Must be able and willing to work various shifts including; weekends, late evenings, and holidays.

Dependability - Follows instructions, responds to management direction; Takes responsibility for own actions; Commits to long hours of work when necessary to reach goals; Completes tasks on time or notifies appropriate person with an alternate plan.

Initiative - Volunteers readily; Seeks increased responsibilities; Looks for and takes advantage of opportunities; Asks for and offers help when needed.

Language Skills - Work requires effective communication in English, both verbal and written form in a professional manner.

Reasoning Ability - Ability to apply common sense understanding to carry out simple instructions with attention to details.

Education and/or Experience:

High school education or equivalent; or up to one month related experience or training; or equivalent combination of education and experience. Work permit required if appropriate.

Certificates, Licenses, Registrations:

Ability to obtain Servsafe Food Handler Certificate/Card within 30 days of employment.

Ability to pass pre-employment drug testing and random drug testing.

Physical Demands: The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this Job, the employee is regularly required to stand; walk; use hands to finger, handle, or feel; reach with hands and arms; stoop, kneel, crouch, or crawl; talk or hear and taste or smell. The employee is occasionally required to sit. The employee must regularly lift and /or move up to 10 pounds and occasionally lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus.

Work Environment: The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. The noise level in the work environment is usually moderate. The employee may be exposed to wet and/or humid conditions; moving mechanical parts and fumes or airborne particles.

Signature: _____

Date: _____