



Sample Job Descriptions

Sample Role Expectations – Bus/Dishwashing

ACCOUNTABLE TO: Management

KNOWLEDGE: You will be expected to learn during the training process

Thoroughly understand and perform all duties assigned to you by your management team

Thoroughly understand and operate all equipment needed for bussing/dishwashing

ROLE RESPONSIBILITIES AND DUTIES

- Dishwashing - operate dish machine, clean all dishware and silverware, routine maintenance of floors and waste receptacles
- Dish – support cleaning of FOH and BOH areas of the restaurant as needed
- Dish – maintain clean floors in the kitchen and walk-in, storage areas as well as the line
- Dish – help maintain cleanliness of large receptacles for food storage and containers
- Both - Restrooms - clean toilet, mirror, trash, floors, sinks, re-stock paper goods when needed. (toilet paper, hand towels)
- Both- Ensure Health inspection compliance, food safety, labeling and storage, constant handwashing and good hygiene
- Bussing - clearing, cleaning, and resetting of tables in dining room
- Bussing – sweeping of floors and common spaces, as well as helping with spills and messes throughout the restaurant
- Dish- Checking proper wash and rinse temperatures of dish machine and three compartment sink where applicable
- Both -Proper use of company equipment to avoid loss (dish, glass breakage, silverware, ramekins in garbage, any other improper use that may cause loss.)
- Maintain a working pace determined by the amount of business
- Both - Products and materials - must maintain the correct level of par stocks, handling, and storage of all dishwashing materials and cleaning materials needed for each role
- Bus- support rolling silverware and dish area if needed
- All – maintain handwashing throughout shift

UNIFORM CODE

- You present yourself in a neat, clean, professional manner (clean uniform each shift, clean well-trimmed nails, good personal hygiene, no gum chewing while on duty, etc.)
- “Other considerations provided by the operator”





Sample Role Expectations – Assistant Manager

ACCOUNTABLE TO: General Manager

ROLE RESPONSIBILITIES AND DUTIES

- Build relationships with customers, be engaging
- Greet and seat customers at the front when support is needed
- ALWAYS: Lead by example for your staff and guests
- Have base knowledge of each role within the restaurant
- Drive a positive, teamwork, respectful based culture
- Ensure Health inspection compliance, food safety, labeling and storage, constant handwashing and good hygiene
- Deal with customer problems and complaints using the LISTEN method- Listen, Empathize, Apologize, Solve and Thank
- Understand and make a decision based on each individual situation with customers and employees – doing what is best for all stakeholders and the operation
- Run pre-shift meetings to set expectations and share specials/updates/etc.
- Consistently “walk the floor” and do table touches to build relationships with your guests and support the service staff when needed
- Manage Employees – Front of House (FOH) and Back of the House (BOH) – support training, development, engagement, communication, growth, expectations, etc.
- Support expo and deliver food to tables when needed
- Pay attention to all team members -help them when needed – be willing to jump in by try to only “work” in one role for 5 minutes then move back to the rest of the restaurant and support the rest of the team and engage your customers; provide constant feedback, direction, training and praise
- Bus tables/support bussers - this allows you to be on the floor and available to customers
- Watch ticket times and be ready to jump in and help when cooks need it
- Watch the flow from the front door to support the flow to the servers, bar then kitchen. Supporting positive table turns and over all timing will support each role.
- Set up a weekly and monthly cleaning schedule utilizing all staff of FOH

Assist GM

- Count any inventory you are required to included but not limited to Food, Liquor, Wine, Beer, Paper, Beverage
- Assist with paperwork; payment of invoices
- Complete and vendor orders as required
- Run the floor during peak hours
- Handle customer complaints when working the floor
- Complete any schedules as required
- Understand Sales goals, Labor Cost, Food Cost, overall Cost of Goods, Support achieving these goals and keeping costs in line with the expectations





Sample Role Expectations – Cook

ACCOUNTABLE TO: Management

KNOWLEDGE: You will be expected to learn the following during the training process:

- Thoroughly understand and perform all duties assigned to you by your management team.
- Thoroughly understand and operate all equipment needed for cooking and preparing food.

THERE ARE RESTRICTIONS ON THE USE OF CERTAIN EQUIPMENT IF YOU ARE UNDER 18 YEARS OF AGE

ROLE RESPONSIBILITIES AND DUTIES

- Specified preparation of all menu items, cooking skills, which include quality as well as timeliness.
- Food preparation- ensuring proper recipe adherence and storage methods
- Ensure proper plating of each menu item
- Have good communication skills with other cooks, expo, FOH and management
- Have good time management to ensure prep and other tasks completed before being on the line to work service
- Sanitation - (empty garbage, cleaning cooking line, sanitation buckets, handwashing, food safety compliance, etc.)
- Rotation of all stock- First in first out; proper labeling of prepared and opened items
- Maintain high cooking standards; follow all recipes and cooking instructions
- Side work - as assigned by management (cleaning, restocking, miscellaneous duties)
- Cost control - (portion control, rotation of food, loss due to improper use of company property-dish breakage, etc.)
- Clean-up duties - line area, grill, fryer, microwave, floors, cooler and freezers

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- "Other considerations provided by the operator"



Sample Role Expectations – General Manager

ACCOUNTABLE TO: Ownership

This is the top position in the Restaurant. You are solely responsible for the production of the food & beverage, its associated costs, labor costs, and overall operational functions.

- Build relationships with customers by doing table touches, being active on the floor, engaging
- Greet and seat customers as needed at the front door
- Deal with customer problems and complaints with the LISTEN method- Listen, Empathize, Apologize, Solve and Thank
- Understand and make a decision based on each individual situation with customers and employees – doing what is best for all stakeholders and the operation
- ALWAYS: Lead by example for your staff and guests
- Have base knowledge of each role within the restaurant
- Drive a positive, teamwork, respectful based culture
- Manage Employees – Management, Front of House (FOH) and Back of the House (BOH) – support training, development, engagement, communication, growth, expectations, etc.
- Ensure Health inspection compliance, food safety, labeling and storage, constant handwashing and good hygiene
- Ensure hood systems, Ansul systems, all equipment are on a cleaning and maintenance schedule
- Pay attention to all team members -help them when needed – be willing to jump in by try to only “work” in one role for 5 minutes then move back to the rest of the restaurant and support the rest of the team and engage your customers; provide constant feedback, direction, training and praise
- Watch ticket times, support expo and running food if needed
- Be ready to jump in and help when cooks need support
- Watch the flow from the front door to support the flow to the servers, bar then kitchen. Supporting positive table turns and over all timing will support each role.
- Be available to all guests and staff
- Profit and Loss responsibility and control
- COGS- Cost of Goods – management and control
- Food, Labor, Expense- forecast, metrics and goals
- Sales forecast, goals
- Drive overall sales growth and profitability of the restaurant
- Ensure basic functions completed- Inventory- Food, Liquor, Wine, Beer, Paper Goods; Invoices paid, payroll completed
- Vendor Orders completed: Food, Beverage, Paper, etc.
- Support marketing if required by organization



Sample Role Expectations – Host/Hostess

ACCOUNTABLE TO: Immediate Supervisor

KNOWLEDGE: You will be expected to learn the following during the training process:

Correctly perform all host duties

Use of tact, good manners and mature judgment in dealing with guests in all situations

Familiarity and ability to correctly operate all technology required to perform host duties

ROLE RESPONSIBILITIES AND DUTIES

- You are the first and last impression of the restaurant to the guest – be sure to take this very seriously and greet and thank each guest as they arrive and leave
- Guest courtesy and respect
- Greet and seat guests – be engaging, build relationships, smile, be kind
- Wait list management and proper rotation of server sections
- Telephones- answer in professional manner “Thank you for calling __restaurant name here__, this is __your name here__, how may I assist you?”
- Use your manners with all guests and on the phone
- Assist with guest inquiries; ensure they get the answer they need or to the right person to help them
- Assist with take out orders if needed; ensure proper menu knowledge
- Clean host area; vestibule, menus, glass doors, floors, etc.
- Assist with restaurant cleanliness, sweep floors, assist bussers if needed- reset tables
- Ensure good communication with management, service staff and bussing staff as well as knowing ticket times in the kitchen to help the flow from the front door
- Ensure all guest are greeted and their server is alerted of their presence
- Guest satisfaction- go above and beyond to ensure happy guests
- Satisfy guest complaints promptly, politely and get a manager right away
- No cell phones at the host desk; no conversations in ear shot of guests and stop team member conversations when guests are at the host desk
- Other duties to be performed as assigned by your immediate supervisor

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Sample Role Expectations – Kitchen Manager/Chef

ACCOUNTABLE TO: Management

KNOWLEDGE: Knowledge of foodservice kitchen management

ROLE RESPONSIBILITIES AND DUTIES

- ALWAYS: Lead by example for your staff
- Have base knowledge of each role within the kitchen
- Drive a positive, teamwork, respectful based culture
- Maintain cleanliness of back of house (BOH)
- Set up a weekly and monthly cleaning schedule utilizing all staff of BOH
- Ensure hood systems, Ansul systems, all equipment are on a cleaning and maintenance schedule
- Set up a check out system for all of the cooks, checking not only stock but also cleanliness of kitchen- support from FOH management
- Supervise BOH including proper recipe adherence, cooking methods, preparation of items, productivity, cleanliness, health inspection standards, rotation of food, organization of the kitchen, line, walk-ins, care of the equipment, safety precautions, etc.
- Perform evaluations of cooks. While encouraging growth and new opportunities
- Train and supervise the training of all new cooks, continuous training, cross training and good communication, feedback and praise
- Watch inventory levels when doing vendor orders, creating prep sheets, doing inventory- watching for waste, ensure enough product, etc.
- Ensure Health inspection compliance, food safety, labeling and storage, constant handwashing and good hygiene
- Create a waste sheet, ensure proper use
- Ensure proper portioning with the right utensils, scales and measuring tools
- Maintain all thermometers in freezers and coolers (make sure they are present and working)
- Do line check each AM and PM- check all temperatures of cold and hot products to make sure they are correct, taste test items for proper recipe, cooking compliance, check to ensure all equipment is working properly
- Count inventory and calculate food cost
- Complete product ordering
- Complete BOH schedule staying in budgeted labor costs

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Sample Role Expectations – Server

ACCOUNTABLE TO: Management

KNOWLEDGE: You will be expected to learn the following during the training process:

- Thoroughly understand and perform all duties assigned to you by your management team
- Use good tact, good manners, and mature judgment in dealing with guests in all situations
- Get familiar with and operate all machines and equipment required performing server duties
- Working knowledge and service of menu- both food and beverage items

ROLE RESPONSIBILITIES AND DUTIES

- Treating all guests and fellow employees with respect and kindness
- Serving guests, by being prompt, thorough and courteous
- Know your steps of service (specific to each restaurant)
- Taking orders using point of sale system, running food and drinks
- Have complete food menu and beverage menu knowledge – including daily specials
- Food preparation - salads, soups, beverages, desserts (if required)
- Pre bus tables and if required - bus tables, clear, clean and reset tables
- Sweep your section- dining room, tables, section clean first
- Side work - re-stocking line, re-filling condiments on tables, re-setting your section (specific to each restaurant)
- Processing payments and handling cash if required (doing this quickly)
- Maintain high performance of service and productivity
- Satisfy guest complaints promptly, politely- get a manager immediately
- Upsell and create an experience for your guest by suggested selling
- Support your fellow teammates – work together – each role can support each other
- Lead by example
- Ensure Health inspection compliance, food safety, labeling and storage, constant handwashing and good hygiene
- Ensure no food and beverage waste
- Supporting training of new employees if asked by management
- Duties to be performed as assigned by your management team

UNIFORM CODE

You present yourself in a neat, clean, professional manner (clean uniform and apron each shift, clean well-trimmed nails, good personal hygiene, no gum chewing while on duty, etc.)

“Other considerations provided by the operator”

