

**CnD Specialties, Inc.**  
**d/b/a Eden Café, Eden Grill & Wild Goose Cafe**  
**Position Description**

**JOB TITLE:** RESTAURANT WAIT STAFF

**REPORTS TO:** Wait Staff Supervisor, Restaurant Manager and Asst. Manager, and Officers of Corporation

**SUMMARY:**

Work and communicate with Owners, Restaurant Manager and Asst. Manager, Wait Staff Supervisor, and all employees to work together as a team to provide the best customer service possible. Work to achieve company goals to ensure the company's share of market and profitability from service and products offered. Follow Safe Food Handling and Beverage Operator License procedures in takings orders, preparing, and serving food and beverages to patrons at tables or to those picking up orders

**ESSENTIAL DUTIES AND RESPONSIBILITIES** includes the following:

- **Service to customers and Satisfaction of our customers is 1<sup>st</sup> priority.**
- **Must be available nights & weekends.**
- Welcome customers (within 7 tiles) and escort them to a table of their choice when possible.
- Develop and maintain customer relationships by recognizing regular customers as well as newcomers, learning their names, and remembering and offering their favorite items.
- Take orders and serve food and beverages to customers at tables or to those picking up orders.
- Know and prepare all types of beverages.
- Present menus to customers and answer questions about menu items regarding preparation, ingredients and cooking methods. **Make recommendations upon request.** Inform customers of daily specials.
- Write customers food orders on order slips for transmittal to kitchen staff.
- Garnish and decorate dishes in preparation for serving. Perform food preparation duties such as preparing soups, salads, appetizers, and cold dishes, portioning desserts, and brewing coffee.
- Deliver appetizer, food and beverage orders to patrons ASAP. Confirm with patron that order is correct. Refill beverages as needed.
- Check with customers to ensure that they are enjoying their meals and take action to correct any problems.
- Refill beverages as needed. Offer dessert.
- Prepare and deliver guest checks that itemize and total meal costs and sales taxes.
- Refill beverages as needed.
- Remove dishes and glasses from tables and/or counters as customer completes meal, and take them to bus station or kitchen for cleaning. Do not rush guests, but take away dishes and glasses upon completion.
- Clean tables and/or counters and reset with wrapped silverware, cups and saucers when customer leaves the table area.
- Accept payments from customers and make change as necessary.
- Assist in answering phones to take reservations or to-go orders, and by greeting, seating, and thanking customers.
- Resolve and log all service and/or product shortages and negative related issues. Have the ability to handle complaints, settle disputes, and resolve grievances and conflicts.
- Provide customers with information about local areas, including giving directions.
- Work with Owners and all other company managers to market overall company's products and service.
- Advise Owners of any personnel situations or policy violations having any adverse effect on Restaurant operation.
- Report all accidents, maintenance issues, and customer incidents to Owners, Restaurant Manager and Asst. Manager, and Wait Staff Supervisor immediately and complete proper paperwork as required.
- Communicate career opportunities to Owners, Restaurant Manager and Asst. Manager, Wait Staff Supervisor and staff.
- Knowledge of all aspects of CnD Specialties, Inc. – different businesses, products, and services available to customers.

**ADDITIONAL DUTIES:**

- Roll silverware, set up food stations or dining areas.
- Stock service areas with supplies such as coffee, food, and tableware.
- Fill salt, pepper, sugar, cream, and condiments on tables and in storage area.
- Perform cleaning duties of all service areas, such as sweeping, mopping, or vacuuming floors and entry ways, wiping down window sills and blinds, tidying up serving station, taking out trash.
- Others duties as assigned.

**QUALIFICATIONS:**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**PERSONAL CHARACTERISTICS**

Position requires: being able to work alone as well as with others; maintain high levels of dependability, integrity, and honesty; ability to be safety conscious and flexible (able to adapt to change); be able to work the days and hours required – based on the demands of business and store. **MUST BE PLEASANT, OUTGOING WITH A SENSE OF HUMOR, AND HAVE A DESIRE TO SERVE OTHERS!**

**EDUCATION and/or EXPERIENCE:**

Currently attend High School or possess a High School Diploma or equivalent.

**EQUIPMENT SKILLS:**

Possess basic computer skills for use of computer software and cash register. Have the ability to use office equipment such as calculator, copier, fax machine, credit card machines & telephone. Also must have the ability to properly set up and provide maintenance and service to all other food or beverage related equipment.

**LANGUAGE SKILLS:**

Must have the ability to read and interpret documents such as safety rules, operating and maintenance instructions, training and procedure manuals. Also have the ability to speak effectively before groups of customers or employees of organization.

**MATHEMATICAL SKILLS:**

Must have the ability to use basic arithmetic to calculate figures and amounts such as discounts and percentages and end of shift reports. Ability to prepare guest checks and calculate monetary exchange.

**REASONING ABILITY:**

Must have the ability to understand and implement responsibilities as an employee the responsibilities of the organization outlined in the Employee Manual and apply instructions furnished in written, oral, or diagram form. Must be able to resolve job-related problems, set priorities for self as well as others, and keep things organized.

**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.

While performing the duties of this job, physical activities will require considerable use of arms and legs and moving your whole body such as; use of hands and fingers to write, use cash registers, calculators, credit card machines, produce and serve product; talk and hear; stand, walk, stretch, stoop, reach and be able to stand for a minimum of eight hours at a time; lift and stock cases of beverages and groceries up to 40 lbs.; handle multiple tasks simultaneously and manage time well; reliably get to and from work.

**WORK ENVIRONMENT:**

The noise level in the work environment is usually moderate.

Disclaimer: The list of Requirements, Duties, and Responsibilities is not exhaustive, but is merely the most accurate list of the current job. Management reserves the right to revise the Position Description and to require that other tasks be performed when the circumstances of the job change (for example: emergencies, changes in personnel, workload, or technology developments).