

Green Lake Conference Center Job Description Waiter/Busser

Position: Waiter/Busser

Reports to: Director of Dining and Catering Services

Job Class: Part time, hourly non-exempt

Core overview of role:

Responsible to assist guests through the serving/buffet lines, bus and clean tables, and assist with other dining room duties as assigned. Serves guests with a professional, friendly and positive attitude and puts guest requests above other duties. Acts as a front-line ambassador for the department and conference center, representing a high standard of excellence.

Essential duties and responsibilities:

- Promptly greet guests
- Assist guests with small children, elderly, handicapped and other guests needing assistance through the serving lines or with beverages
- Clean dining room tables in a speedy, courteous and effective manner
- Maintain an orderly dining room by straightening high-chairs, sweep or vacuum carpet and tile, wash entry doors/glass and related maintenance items
- Support the dish room by putting away dishes, glassware, silverware, pots and pans, utensils, etc.
- Wash, dry, fold and put away kitchen/dining room rags and aprons
- Anticipate and tend to guest needs
- Adhere to all sanitation guidelines
- Wear non-slip shoes and follow other safety guidelines
- Communicate with staff
- Communicate needs or issues to immediate supervisor
- Reports incidents to immediate supervisor
- Work a varying schedule with evening, weekend and holiday work required
- Other duties as may be assigned

Core responsibilities of every staff member:

- Effective performance of work assigned and the maximum effort in carrying out our common objective
- Be a strong team player with a positive attitude that cooperates with others internally and externally to better accomplish the mission
- Accept leadership and self-discipline as vital to consistent group effort
- Contribute thought, interest, and suggestions for the better performance of work and the improvement of staff relations

Qualifications include:

- Reliability and punctuality
- Clean appearance with excellent hygiene habits
- Multi-tasks efficiently
- Able to communicate verbally and interact with guests
- Organized, detailed and accurate
- Prioritizes and works efficiently with limited supervision
- Professional attitude and interacts with others in a calm and courteous manner

- Recognizes and resolves issues quickly and effectively
- Able to work in a team environment
- Show flexibility in terms of schedule to ensure smooth and efficient operation

Work environment:

- General kitchen and dining room environment
- Indoor work but some outdoor work such as picnics or other food service functions may be required
- A fast-paced environment with large crowds
- Lift up to 30 pounds
- Stand, walk, remain on feet and perform job duties for entire shift duration