

# Busser

## JOB DESCRIPTION

**Position Summary:** *A Bus Person facilitates food service and provides clearing and cleaning duties to ensure efficiency. A bus person is responsible for assisting servers when required and re-stocking of all service areas.*

**Reports to:** Dining Room Manager

### Job Tasks

- ✓ Ensure proper set up in all areas of the establishment
  - ✓ Replenish food and beverage supplies to the appropriate area when needed
  - ✓ Clear dishes from tables and other necessary areas to ensure a high standard of table maintenance
  - ✓ Prepare tables for meals, including the complete set up of linens, silverware and glassware.
  - ✓ Provide food and beverage service to assist servers when required
  - ✓ Prepare dishes for washing by scraping and stacking them according to the proper standards
  - ✓ Provide cleaning duties when needed for spilled food or drink.
  - ✓ Maintain adequate supplies of clean linens, silverware, glassware, dishes, and trays.
  - ✓ Prepare coffee and tea as needed.
  - ✓ Great customers in a professional manner
  - ✓ Clean and refill condiments and polish silverware as in a timely manner to ensure customer satisfaction
- Wash glasses and other serving equipment in the bar area

### Main Responsibilities

**Customer Service:** Excellent customer care to the public. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.

**Communication:** Exceptional communication and positive representation of the organization to customers and other external parties. This includes verbal and written communications.

**Interpersonal Relationships:** Establish and maintain constructive and cooperative working relationships with others. Participate in a team orientated work environment.

**Problem Solving:** Identify relevant information by categorizing, estimating, and detecting changes in circumstances or events.

**Quality Control and Priority Assessment:** Assess the value, and importance of products and customer needs to maintain a high standard of quality.

**Performing General Physical Activities:** Performing physical activities that require moderate (continued)

strength including climbing, lifting, balancing, walking, and handling of materials.

**Monitor Processes, Materials, or Surroundings:** Monitoring and reviewing information from materials, events, or the environment, to detect or assess problems.

## Required Knowledge, Skills & Abilities

**Customer Service Skills:** Knowledge of the principles and processes for providing excellent customer care.

**Interpersonal Skills:** The ability to assess the needs of others and actions required for high performance disorders.

**Emotional Intelligence:** the ability to recognize and control your emotions to maintain a high level of professionalism with internal staff and external customers.

**Professionalism:** The ability to comply with policy and procedure and behave in an ethical manner.

**Quality Management:** Awareness of the requirements needed to ensure top quality without compromising quality for quantity. The ability to promote quality awareness and demonstrate your commitment to quality assurance.

**Problem Solving Skills:** The ability to identify solutions, anticipate problems and take appropriate action.

**Time Management Skills:** The knowledge to utilize methods and organization techniques to ensure efficiency and respect the time of others.

**Flexibility:** The ability to work overtime when needed and assist the workload of others.

**Initiative:** The ability to take action frequently, collaborate with team members and develop new ideas that focus on results.

