

# WAIT STAFF MANAGER

## JOB DESCRIPTION

To be successful as a Wait Staff Manager you should be able to provide customers with an outstanding experience. Top-notch Wait Staff Managers should work well in a team and have excellent customer service skills.

### **Wait Staff Responsibilities:**

- Order materials, supplies, and ingredients based on demand.
- Supervise wait staff employees.
- Oversee the procedures and quality of wait staff are in compliance with restaurant policies.
- Recruit and train wait staff and table bus-person employees in designated stations.
- Monitor inventory levels and perform weekly inventory assessments.
- Work with the restaurant manager to price and change menu items.
- Schedule work shifts for employees.
- Ensure the dining rooms and server areas are clean and organized.
- Recognize and report any violations of the restaurant policies to Bill Borders and Human Resources immediately.
- Complete weekly goal setting and discussion.
- Complete quarterly evaluations.
- Greeting customers and showing them to their table.
- Preparing tables, ensuring they are clean and fully set.
- Maintaining knowledge of the complete menu, daily specials, and available items.
- Presenting customers with the menu, informing them of daily specials, and taking orders.
- Checking the quality of dishes before serving them.
- Delivering food and beverages in a timely manner.
- Attending tables and ensuring customer satisfaction.
- Delivering checks and taking payments.
- Collecting credit card receipts before the customer leaves the table
- Handling customer complaints.
- Strictly adhering to food, sanitary, and safety standards.
- Picking up any trash in restroom prior to washing hands and exiting

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- Supporting other restaurant staff members by assisting with other tasks, as needed.
- Reporting any accidents or violations of food safety codes and procedures.
- You must complete a daily audit of your credit card receipts. All receipts should be viewed and verified they are all signed and present. If you have an unsigned or missing credit card receipt, you must note this on your daily Z report. There is an instructional video available in the staff training files on all iPads.
- All tipped staff members must complete a weekly tip claim form. If your last work day falls before Sunday, complete your tip claim on the last day scheduled for that week. A training video for completing your weekly tip claim is also available in the staff files on all iPads.
- When completing your daily Z report, fold your report in half (long edge) insert your cash due in-between the fold and clip the Z report closed on the RIGHT SIDE. Do not clip on the left side covering your name. Please do not submit the X report along with your Z report.

#### **Wait Staff Requirements:**

- Experience as Wait Staff, Server or in a similar role preferred.
- Experience using ordering systems.
- Strong interpersonal and listening skills.
- Ability to maintain a positive attitude.
- Excellent customer service skills.
- Good physical condition.
- Good team player.