

CARLTON SENIOR LIVING LLC

Job Description

Job Title: Wait Staff
Department: Food and Dining Services
Reports To: Dining Room Manager
FLSA Status: Non-Exempt
Prepared By: HR Department
Prepared Date: March 2016

SUMMARY

Under the direction of the Dining Room Manager, serves meals to dining room patrons. Major duties include greeting guests in a friendly, courteous manner, taking orders, serving meals, clearing tables, and preparing for the next meal. All work is assigned and reviewed on a daily basis by Dining Room Manager.

DUTIES AND RESPONSIBILITIES To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. Regular and predictable attendance is an essential function of the job.

- Food Preparation, performed on a daily basis.
 - Brew coffee
 - Toss salads
 - Ladle soups
 - Portion desserts
- Guest Service, performed on a daily basis
 - Present menu, answer questions, and make suggestions
 - Write order on check, repeat order back to guest to check accuracy
 - Explain specials or dining room promotions
 - Relay order to kitchen, serve courses from kitchen and service bars
 - Replenish beverages
 - Observe guests and respond to additional requests
 - Serve from chafing dish at table
- Guest Relations, performed on a daily basis
 - Greet guests in a friendly, courteous manner
 - Explain any specials or dining room promotions
 - Check with guest for overall satisfaction
 - Knowledge and application of service standards and etiquette
- Station Set Up and Cleanliness, performed on a daily basis
 - Clear and reset counters or tables at conclusion of each course
 - Clean and reset table for next meal using appropriate table setting
 - Check station before, during and after shift for proper set up and cleanliness
- Perform all assigned side work, to include replenishing condiments and restocking side stands.
- Perform any general cleaning tasks using standard cleaning products as assigned to adhere to health standards.

QUALIFICATIONS The requirements listed below are representative of the knowledge, skill, and/or ability required.

EDUCATION and/or EXPERIENCE

- No prior experience required, however, hospitality and waitstaff/server experience preferred.
- High school diploma or GED preferred.
- According to Title 22 requirements must be at least eighteen (18) years of age.

COMMUNICATION SKILLS

- Skill in reading documents written in standard English such as menus
- Skill in speaking clearly and distinctly using the English language so that menu items and promotions may be explained to guests.
- Interact with our customers – including residents, family members, and all staff members – according to the concepts identified by the Carlton Way.

MATHEMATICAL SKILLS

- Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals.

REASONING ABILITY

- Ability to establish and maintain cooperative working relationships with other associates: work as part of a team
- Ability to remember a list of items such as daily specials and promotions, and items guests order

TECHNICAL SKILLS

- Ability to operate equipment such as beverage dispenser and toaster

CERTIFICATES, LICENSES, REGISTRATIONS

- Current First Aid Certification
- DOJ and FBI fingerprint clearance must be complete prior to initial presence in the Community
- Health screening and negative TB test (must be less than six {6} months old)
- CPR Certification preferred
- Ability to obtain any government required licenses or certificates, such as a California Liquor Service Permit

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. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- While performing the duties of this job, the employee is regularly required to stand and walk.
- The employee frequently is required to use hands to finger, handle, or feel; reach with hands and arms; and taste or smell.
- The employee is occasionally required to sit; climb or balance; and stoop, kneel, crouch, or crawl.
- Must regularly lift and/or move up to 30 pounds.

WORK ENVIRONMENT The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job.

- While performing the duties of this job, the employee is occasionally exposed to wet and/or steamy conditions while going in/out of kitchen.
- The noise level in the work environment is usually moderate.
- At times, may be required to work outdoors.

SAFE WORKING PROGRAM In order to operate all facilities in a safe manner, part of each Associate's job is to do their job in the safest possible manner. The following are guidelines for each person to use as they perform their job.

- Report any accidents, injuries or violations of Company safety rules to your manager or supervisor when they occur, regardless of how serious the situation may seem.
- Obtain immediate first aid, if needed, and complete an in-house "Accident Report" form and, if necessary, an "Associate Claim" form.
- Meet all training requirements regarding first aid and fire safety during the first 90 days of employment.
- Know the fire safety plan. Know the locations of fire alarms and extinguishers and how to use this equipment.
- Follow standard precautions and practice all precautionary measures related to contagious diseases and infections.
- Use good hygiene. Wash hands properly before eating or preparing food and after using the restroom to prevent the spread of germs.
- Exercise precautionary measures when working with and handling chemicals.
- Wear appropriate clothing and shoes for your job.
- Report any unsafe conditions or acts you observe to management.
- Walk, Don't Run – especially in halls and on stairs
- Use and pay attention to warning signs.
- Open doors carefully.
- Keep all hallways and exits clear.
- Be sure that all safety devices on all tools are operative.
- Store all equipment/supplies in their proper place.
- Always use the proper tools and equipment for the job.
- Learn how to lift properly.
- Get a co-worker to help you move heavy loads or assist with residents.
- When driving Company-owned vehicles, don't speed or use a vehicle for any purpose other than performing your job.
- Realize that the workplace is not a place for horseplay and practical jokes as they often result in serious injury.
- When any life-threatening situation occurs, the nearest manager or supervisor should immediately call "911" and provide all necessary information to address the emergency.

ACKNOWLEDGEMENT

My signature below acknowledges that I have read this job description and fully understand the requirements outlined above. I further verify that all questions I've asked regarding my job have been answered to my satisfaction. I accept the position of Wait Staff member and agree to perform the identified essential functions in a safe manner and in accordance with the Company's established procedures.

I understand that my employment is at-will, and hereby understand that my employment may be terminated by the company or me at any time, for any reason or no reason.

I further understand that as a result of my employment, I may be exposed to blood, body fluids, infectious diseases, air contaminants and hazardous chemicals and that the company will provide to me, upon request, instructions on how to prevent and control such exposures. I further understand that I may also be exposed to the Hepatitis B Virus and that the company will make available to me, free of charge, the Hepatitis B vaccination.

Print Name

Date

Signature