

**JOB TITLE:**

**WAITER/WAITRESS**

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**JOB PURPOSE:**

**SERVES DINERS**

by

covering tables; setting utensils, napkins, decorations, condiments, candles, and service plates; presenting menu; suggesting courses; explaining daily specials; answering food preparation questions; recording diners' choices; picking up and delivering items from bar, kitchen, and service areas; inquiring of needs; removing courses as completed; issuing bill; accepting payment.

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**ESSENTIAL FUNCTIONS:**

% of  
time

\_\_\_\_ 1. **PREPARES TABLES FOR DINING**

by

cleaning and covering tables; setting utensils, napkins, decorations, condiments, candles, and service plates.

\_\_\_\_ 2. **HELPS DINERS SELECT FOOD AND BEVERAGES**

by

presenting menu; suggesting courses; explaining daily specials; answering food preparation questions; offering cocktails and aperitifs; identifying appropriate wines.

\_\_\_\_ 3. **TRANSMITS ORDERS TO KITCHEN AND BAR**

by

recording diners' choices; identifying diners' special dietary needs and requests; noting timing of meal progression.

\_\_\_\_ 4. **SERVES FOOD AND DRINKS**

by

picking-up and delivering items from bar, kitchen, and service areas.

\_\_\_\_ 5. **MAINTAINS DINING EXPERIENCE**

by

inquiring of needs; removing courses as completed; replenishing utensils; refilling water glasses; being alert to spills or other special needs.

\_\_\_\_ 6. **CONCLUDES DINING EXPERIENCE**

by

acknowledging choice of restaurant; inviting diners to return.

\_\_\_\_ 7. **OBTAINS DINING REVENUES**

by

totaling charges; issuing bill; accepting payment; returning change or credit card.

\_\_\_\_ 8. **PROTECTS RESTAURANT AND DINERS**

by

**JOB TITLE:**

**FAST-FOOD CREW MEMBER**

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**JOB PURPOSE:**

**PREPARES FAST FOOD ORDERS**

by  
inventorying, ordering, preparing, and stocking items at beginning of, and throughout, shift; selecting, assembling, measuring, heating, and cooking food items; keeping order; removing spills and food droppings.

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**ESSENTIAL FUNCTIONS:**

% of  
time

- \_\_\_\_ 1. **MAINTAINS FAST-FOOD CUSTOMER SATISFACTION AND CONFIDENCE**  
by  
meeting food quality and service standards; finding ways to please customers.
- \_\_\_\_ 2. **STOCKS FOOD-PREPARATION LINE**  
by  
inventorying, ordering, preparing, and stocking items at beginning of, and throughout, shift.
- \_\_\_\_ 3. **FILLS FAST-FOOD ORDERS**  
by  
examining customer orders; selecting, assembling, measuring, heating, and cooking food items; placing items on ready racks.
- \_\_\_\_ 4. **MAINTAINS FOOD-PREPARATION LINE**  
by  
keeping order; removing spills and food droppings.
- \_\_\_\_ 5. **KEEPS FOOD PREPARATION EQUIPMENT OPERATING**  
by  
following operating instructions; troubleshooting breakdowns; maintaining supplies; performing preventive maintenance; calling for repairs.
- \_\_\_\_ 6. **MAINTAINS SAFE AND HEALTHY FOOD PREPARATION ENVIRONMENT**  
by  
following standards and procedures; complying with food handling and sanitation regulations.
- \_\_\_\_ 7. **IMPROVES FAST-FOOD JOB KNOWLEDGE**  
by  
attending training sessions.
- \_\_\_\_ 8. **CONTRIBUTES TO FAST-FOOD AND ORGANIZATION SUCCESS**  
by  
welcoming related, different, and new requests; helping others accomplish job results.

# JOB Specification

**Job qualifications** are stated in the Essential Functions of the job description. An employee must be able to accomplish the Essential Functions in order to be competent in the job.

**Other qualifications** not specifically noted in the Essential Functions:

Education; Certifications; Registrations; Licenses--

Special equipment skills--

Software expertise--

Language skills--

Physical demands--

Working conditions--

Work schedule demands--

Work location requirements--

Travel demands--

Hazardous materials knowledge--

## **Status/Approvals:**

Fair Labor Standards Act (FLSA) status:  Exempt  Non-Exempt

Salary/Hourly Rate: \_\_\_\_\_

Job Evaluation/Pay Grade: \_\_\_\_\_

Date Written: \_\_\_\_\_

Approving Authority Signature: \_\_\_\_\_

Date: \_\_\_\_\_

Employee Acceptance Signature: \_\_\_\_\_

Date: \_\_\_\_\_