

Position Description



Title: Waitstaff – Dining Services
Date: May 2022
Reports To: Culina Manager

BASIC FUNCTION: This position is responsible for providing friendly service to customers in the café to create an exceptional dining experience in support of the mission of the Shrine of Our Lady of Guadalupe.

PRINCIPAL ACCOUNTABILITIES include but are not limited to:

1. Ensures that a high degree of hospitality is given to each pilgrim and employee.
2. Assists in creating a work environment which manifests the mission of the Shrine.
3. Ensures cleanliness of dining room and front of house. Follow all *Safe-Serve* and county health department regulations.
4. Set tables in dining room. When time permits, bus tables, roll silverware and organize work areas.
5. Welcome guests. Be knowledgeable about the café menu. Inform guests of daily specials, menu changes and food recommendations.
6. Take food and beverage orders. Enter orders in POS system. Communicate any special requests to the kitchen staff. Prepare ordered food and beverages in a timely manner and ensure excellent presentation on trays.
7. Process payments through POS system.
8. Assist managers in maintaining proper inventory for all food, beverages, and supplies.
9. Assist with moving tables and chairs as needed for larger groups and Sunday buffets. Assist with bussing tables and doing dishes as the need arises. Assist fellow associates as the need arises.
10. Answer telephone and accurately record reservations or address questions.
11. Fulfills other duties as assigned.

QUALIFICATIONS:

A positive attitude and excellent interpersonal communication skills are needed. The incumbent must also be able to interact with pilgrims and discuss/explain the apparitions of Our Lady of Guadalupe and other religious aspects of the Shrine. Knowledge of safety

precautions common to the food service trade and knowledge regarding hygiene and sanitary precautions common to the food service trade is necessary. Have a basic knowledge of food presentation, preparation, and handling. Possess basic math skills and can manage money and operate a point-of-sale system. Must be punctual and have regular and reliable attendance. Must be willing to work weekends.

TYPICAL PHYSICAL REQUIREMENTS/WORKING CONDITIONS

- Must be able to stoop, sit, stand, push, pull and stretch consistent with restaurant kitchen environment.
- Be able to work in a standing position for extended periods of time (up to 6 hours).
- Be able to safely lift and easily maneuver trays of food frequently weighing up to 20 to 25 pounds.
- Operate and clean a variety of specialized food service equipment, i.e., coffee maker, deli meat slicer, mixers, etc.
- Uniform requirements and hair always pulled back.