

NORTHPOINTE WOODS
JOB DESCRIPTION

TITLE: Server/Utility
EXEMPT STATUS: Non-Exempt
REPORTS TO: Food and Beverage Director

GENERAL JOB SUMMARY:

The Server/Utility person is responsible for the following: table service before, during, and after meals in the community's dining rooms; dishwashing; pot washing; general kitchen cleaning duties; storing food and non-food supplies; and other duties as assigned by supervisor.

PRINCIPLE DUTIES:

ESSENTIAL JOB DUTIES:

1. Sets tables according to established procedure;
2. Maintains work stations in proper order;
3. Clears all dishes (used and unused) from tables during and after meal service;
4. Answers pertinent questions about menu items;
5. Takes resident orders, provides service and requested items both graciously and courteously;
6. Cleans tables & work areas according to proper infection control procedure;
7. Sets up dish/pot washing area;
8. Performs all dish, pot, and utensil washing following each meal;
9. Distributes and stores clean dishes, pots, and utensils according to procedure;
10. Cleans and sanitizes production equipment, floors, work surfaces, and other kitchen areas according to cleaning schedules and procedures;
11. Empties trash containers as required;
12. Assists kitchen supervisor with storing food and non-food supplies as directed including breaking down all boxes before placing in trash receptacles;
13. Completes all items listed on shift checklist.

OTHER DUTIES:

1. Assist in maintaining a high level of customer service for our residents and their guests;
2. Maintain safe and sanitary conditions in all work areas;
3. Use all safety equipment and follow safety procedures according to policies;
4. Maintain acceptable standard of personal hygiene and comply with community's dress code (including wearing hairnet, if requested);
5. Complete all assigned cleaning tasks;
6. Attend staff meetings, in-service training, and education sessions as required;
7. Perform other work duties and responsibilities as assigned by supervisor.

QUALIFICATIONS:

1. Ability to understand and follow instructions in English and communicate effectively;
2. Experience waiting tables in hotel or restaurant setting preferred; will train;
3. Ability to interpret and explain menu, refer or answer questions, coordinate meal service process, and understand requests;
4. Ability to work in close cooperation with residents, guests, visitors, families, coworkers, and supervisor; requires courtesy, tact, and graciousness;
5. Ability to set up and operate dishwashing equipment.

PHYSICAL REQUIREMENTS AND WORKING CONDITIONS:

1. Work indoors;
2. Able to see, hear, and speak;
3. Able to stand/walk for 100% of the work day;
4. Able to lift and carry up to 50 pounds independently;
5. Able to push/pull bus carts and tray carts weighing up to 100 pounds independently;
6. Able to bend, stoop, reach, and balance frequently throughout the work day;
7. Able to perform sweeping/mopping functions with ease;
8. May be exposed to quick variance of hot and cold temperatures from ovens and freezers;
9. May be exposed to industrial cleaning chemicals and hot water temperatures regularly.