



DOOLITTLE'S restaurant + bar

JOB DESCRIPTION

Food Runner/Server Assistant – Job Description

Summary of Responsibilities:

Reporting to the F&B Manager through the Supervisors, Assistant Restaurant Manager and F&B Administrator, responsibilities and essential job functions include but are not limited to the following:

- Consistently offer professional, friendly and engaging service
- Have full knowledge of beverage lists and promotions
- Have full knowledge of all menu items, garnishes, contents and preparation methods
- Provide timely, personalized, friendly and efficient service to Colleagues and Guests
- Clear and re-set tables in a timely manner, while adhering to Doolittle's restaurant + bar's Service Essentials
- Ensure that overall cleanliness and maintenance of the restaurants exceeds expectations
- Maintain work section in an orderly and timely manner (*clearing tables, assisting with the refreshing of beverages, removing unnecessary items*)
- Complete side duties in timely manner (*open and closing duties are completed on time, side stations properly stocked*)
- Takes proper measures to ensure Guests' checks are submitted to the Cashier in a timely manner
- Assist coworkers in daily tasks as required (*cross-training and bi-lateral job duties*)
- Bring any concerns to the attention of the Supervisor/Manager on duty (*related to internal or external Guests, food or service quality, operation of the restaurant, physical surroundings*)
- Actively participate in Doolittle's Restaurant + bar's environmental and department specific initiatives in working towards sustainable operations (*electricity/water usage, excessive garbage*)
- To be health & safety conscious and actively involved in maintaining a safe work environment
- Complies with Doolittle's Restaurant + bar's policies, procedures and code of ethics
- Performs any and all other tasks assigned by management
- Upholds the highest standard of internal and external Guest service at all times

Qualifications:

- Saint Lucia Bureau of Standards Food Safety certificate recommended, but not mandatory
- Valid Health Card mandatory and maintained
- Must have minimum 2 years' serving experience in a hotel or resort, a 4–diamond property would be an asset
- Must be of legal age to serve alcohol (18)
- Must have experience working with Point of Sales systems
- Must have thorough working knowledge of wines, rums, scotches, ports and liqueurs
- Must be professional, personable and well-presented
- Must be a team player committed to Guest service excellence
- Must have exceptional organizational skills and be detail oriented
- Must have excellent communication and interpersonal skills

- Tertiary/higher education in Hospitality or Tourism an asset
- Able to work shift work including weekends, evenings and holidays

Physical Aspects of Position (include but are not limited to):

- Constant standing and walking throughout shift
- Frequent lifting and carrying up to 10 kilograms
- Frequent ascending or descending stairs/ramps/ladders
- Frequent kneeling, pushing, pulling, lifting

Assertion of knowledge of Doolittle’s restaurant + bar’s Mission, Values, Standards and Service Essentials including AAA 4-Diamond Standards

I, _____, hereby confirm by signing below that I am fully aware of Doolittle’s restaurant + bar’s Mission, Values, Standards and Service Essentials including AAA 4-Diamond Standards pertaining to me as a Food Runner/Server Assistant.

I also understand that Doolittle’s restaurant + bar’s Standards and AAA 4-Diamond Standards are used to measure my performance as a Food Runner/Server Assistant and that by failure to follow these Standards during each shift I work in Doolittle’s restaurant + bar will result in Corrective Progressive Action by my management team.

If I am unsure of any of the above mentioned, by signing below I acknowledge that I will seek by any means possible more detail and instruction/training regarding the questioned Standards.

By signing below, I pledge to energetically work using Doolittle’s restaurant + bar’s Mission, Values, Standards and Service Promises as well as AAA 4-Diamond Standards always.

Signature of Employee: _____

Date: _____

Leader’s Initials: _____