



## **BUSSER**

**POSITION:** Busser  
**REPORTS TO:** All Managers and Trainers  
**STATUS:** Non-Exempt

**POSITION SUMMARY:** Responsible for assisting the service team in exceeding the guest's expectations. Teamwork, organization, and good awareness are necessary for success in this position.

**ESSENTIAL FUNCTIONS** (Other duties will be assigned as needed) Must be willing and able to do the following:

- Effectively service a minimum of an eight table station within one week of start date.
- Assist service team with all food and beverage service.
- Transport dirty dishes to bus tub/tray or dish room, according to restaurant specifications.
- Clean and reset a table within one minute, according to restaurant specifications.
- Complete ice, water, bread, butter/oil service, according to restaurant specifications.
- Keep all tables free of dirty dishes, glassware, silverware, bottles, ashtrays, and any other debris.
- Learn all table and position numbers within one week of hire date.
- Maintain silverware service, when necessary.
- Crumb and wipe tables when necessary.
- Remove and wrap leftovers, according to restaurant specifications.
- Take and complete coffee order, according to restaurant specifications.
- Check garbage for restaurant supplies i.e. silverware, ramekins, etc. Empty garbage, keep garbage area clean and covered.
- Greet guests with a warm, sincere smile and anticipate their needs.
- Follow all steps of service as covered in training.
- Safely and efficiently operate any and all equipment necessary to the Busser position.
- Must wash hands regularly, according to guidelines.
- Use tact and good judgment when dealing with difficult guests. Respond to their needs with patience and courtesy.
- Perform functions contained in Coffee Person job description.
- Move safely through all areas of the restaurant, which may include stairs, uneven, and slick surfaces.

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- Comply with all safety and sanitation guidelines and procedures.
- Pass a Busser skills test with a score of 90% or more.
- Maintain a clean and orderly work area.
- Understand and complete all side-work as assigned.
- Be able to stand and walk for an entire shift.
- Communicate cordially, effectively, and clearly with all employees, managers, and guests.
- Communicate in English in order to comprehend and perform/follow job requirements in written and spoken direction.
- Maintain a positive, pleasant attitude every shift.
- Accept direction and constructive criticism from management.
- Perform calmly and effectively in an extremely busy and stressful work environment.
- Be able to give and take direction, and work effectively within a team.
- Be able to work a variety of hours, days, and shifts, including weekends and increased work schedules.
- Work in a confined, crowded space of variable noise and temperature levels.
- Lift and move up to 10 pounds, frequently lift and/or move up to 25 pounds, and occasionally lift and/or move up to 50 pounds.

**GENERAL RULES** Must be willing and able to do the following:

- Ensure compliance with all applicable Federal, State, Local and Company laws, regulations, policies and procedures.
- Create a positive team environment. Listen and support others.
- Additional duties as assigned.

Failure to abide by these and any other conditions of employment of the company set forth elsewhere can subject an employee to disciplinary action up to and including termination.

Accessibility varies by location.

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