



Job Description

BUS PERSON

Depart	FOOD & BEVERAGE	FLSA Status:	HOURLY NON-EXEMPT
Reports To:	OUTLET/RESTAURANT MANAGER	Effective Date:	JANUARY 1, 2018

Job Title: BUS PERSON

SUMMARY

This position sets up and clears tables, stocks all service stations and assists food servers with table service to ensure total guest satisfaction. This position represents the Restaurant and Hotel in maintaining existing business relationships and works directly with all hotel departments in coordinating groups, events, hotel food and beverage service in all outlets.

ESSENTIAL JOB FUNCTIONS

The position requires the ability to perform the following essential job functions, with or without reasonable accommodation:

- Maintain stock and cleanliness of stations for all meal periods with necessary equipment including silverware, linen, glassware and condiments. Wipe down booths and chairs, move tables and chairs, and clean floors as necessary.
- Check and stock stations before, during and after shift for proper set-up and cleanliness
- Quickly clear dirty table settings and prepare table for resetting. Promptly and consistently reset all service ware as prescribed.
- Abide by all State, Federal and Corporate liquor regulations pertaining to serving alcoholic beverages to minors and intoxicated guests.
- Replenish beverages as directed and check with guests for overall satisfaction.
- Serve upon request any specialty tea or coffee services as directed.
- Transport all dirty tableware from dining room to dishwashing area for proper cleaning.
- Folding napkins for all meal periods throughout the day to maintain an adequate supply.
- Responsible for ensuring that all work stations comply with sanitation and safety standards for guests and team members.
- Visually inspects and takes corrective action to ensure that facilities in the service areas look appealing and attractive to guests.
- At all times projects a favorable image of Northwest x Southern Hospitality and the Hotel to the public.

HOURS AND ATTENDANCE

- Up to 40 hours per week with varied and flexible shifts/days, likely to include nights, weekends, holidays and overtime.
- Regular and predictable attendance in conformance with the Hotel's standards, as may be established from time to time, is an essential job function. Team members with irregular

attendance will be subject to disciplinary action, up to and including termination of employment.

MARGINAL OR SUPPORTIVE FUNCTIONS

In addition to performance of the essential function, this position may be required to perform a combination of the following supportive functions, with the percentage of time performing each function to be solely determined by the supervisor based upon the requirements of the hotel.

- Perform other duties as requested, such as cleaning unexpected spills, handling special guest requests, greeting and seating guests, assisting as a Bar Back/stocker, and ensuring guest
- Perform any general cleaning tasks using standard hotel cleaning products as assigned by supervisor to adhere to health standards.
- Perform the bulk of clearing and resetting the tables.
- Perform all assigned side work to include replenishing condiments and restocking side stands.
- Perform other duties as requested, such as answering telephone and taking and delivery of room service orders, handle special guest requests, and greet and seat guests per Service guidelines.
- Perform other duties as assigned by management.

PHYSICAL AND MENTAL DEMANDS OF POSITION, INCLUDING ENVIRONMENT

The individual holding this position must be able to explain and demonstrate that he or she can perform the essential functions of the job, with or without reasonable accommodation, using some other combination of skills and abilities:

- Ability to transport large trays weighing up to 40 lbs. through a crowded room on a continuous basis throughout shift.
- Sufficient manual dexterity in hands to use a knife to cut breads, pick up glassware and serving items, scoop ice and reach overhead to retrieve stock.
- Ability to work, stand and work in confined spaces for long periods of time.
- Knowledge of the appropriate table settings, service ware and menu items.
- This position is occasionally required to sit, stand, reach, lift, bend, kneel, stoop, climb, push and pull items weighing 50 pounds or less. The position requires manual dexterity; auditory and visual skills; and the ability to follow written and oral instructions and procedures.
- OSHA laws require the use of Personal Protective Equipment (PPE) when performing work duties that have the potential of risk to your health or safety.

KNOWLEDGE AND CRITICAL SKILLS

The individual holding this position must possess the following knowledge, skills and abilities:

- Knowledge of the appropriate table settings, service ware and menu items.
- Must have a comprehensive knowledge of food and beverage preparation and service standards, guest relations and etiquette.
- 1+ year's customer service experience, and/or 1+ years food and beverage experience preferred.
- Proof of authorization/eligibility to work in the United States.
- High School Diploma or equivalent.
- Ability to listen effectively and to speak English clearly to communicate with customers and team members.
- Licenses or Certificates-Ability to obtain any government-required licenses or certificates. For example: Washington Health Card; Oregon Liquor Service Permit, Alcohol Service Certification, Food Handlers Permit, etc.
- All team members must maintain a neat, clean and well-groomed appearance (specific standards available).

Upon employment, all team members are required to fully comply with the Hotel's rules and regulations for the safe and efficient operation of Hotel facilities. Team Members who violate Hotel rules and regulations may be subject to disciplinary action, up to and including termination of employment.

This job description is not intended to detail every aspect of your job or list every task you may perform. It is provided as a general overview of the responsibilities and skills required to do this job successfully.

I have read and reviewed this job description with my immediate supervisor and fully understand the terms set forth:

TEAM MEMBER SIGNATURE

DATE