

Server Assistant – Job Description

SUMMARY

Provides a clean environment to patrons in a restaurant setting and helps by performing the following duties.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following. Other duties may be assigned.

- Sets up banquet function tables and break tables with required items according to property standards.
- Prepares, organizes and pre-sets all non-entree items to be used during the banquet including coffee, bread, butter, condiments etc.
- Serves food & beverage to banquet and/or meeting break guests in a friendly and professional manner to ensure guest satisfaction.
- Garnishes and decorates dishes preparatory to serving.
- Observes diners to respond to any additional requests and to determine when meal has been completed.
- Ladles soup, tosses salads, portions pies and desserts, brews coffee, completes side work and performs other services as required.
- Clears, resets tables and properly stores banquet items at conclusion of each course/banquet.

KHC POLICIES: Responsible for following all KHC policies and procedures as set forth in the KHC handbook and property specific guidelines/standards. These policies include dress code, safety and performance standards. Employees must also maintain a professional image and report to work as scheduled.

SUPERVISORY RESPONSIBILITIES: This job has no supervisory responsibilities.

QUALIFICATIONS: To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required.

EDUCATION and/or EXPERIENCE: Less than high school education; or up to one-month related or transferable experience/training; or equivalent combination of education and experience.

LANGUAGE SKILLS: Ability to read and interpret documents such as safety rules, operating/maintenance instructions, and procedure manuals. Ability to write routine reports and correspondence. Ability to respond to complaints or inquiries from groups of managers, customers, employees and general public. Ability to communicate effectively before groups of customers or employees in person, via telephone or in writing.

MATHEMATICAL SKILLS: Ability to add, subtract, multiply and divide in all units of measure, using whole numbers, common fractions, volume, basic weight and decimals. Ability to count, add, multiply, calculate change using American units of money. Ability to accurately handle cash, credit cards and checks.

REASONING ABILITY: Ability to apply common sense understanding to carry out detailed but uninvolved written or oral instructions. Ability to deal with problems involving variables in standardized situations.

PHYSICAL DEMANDS: The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. All employees must follow proper safety precautions at all times to avoid injuries.

While performing the duties of this job, the employee is regularly required to stand; walk; use hands to handle, grasp or type; reach with hands and arms; talk or hear; and taste or smell. The employee frequently is required to climb or balance; stoop, kneel, crouch, bend or twist. The employee must frequently lift and/or move up to 10 pounds and occasionally lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision, distance vision, peripheral vision, depth perception, and ability to adjust focus.

WORK ENVIRONMENT: The work environment described here are representative of those an employee encounters while performing the essential functions of this job. All employees must follow proper safety precautions at all times to avoid injuries.

While performing the duties of this job, the employee is occasionally exposed to fumes or airborne particles and temperature extremes from sub zero freezers to heat in kitchens and occasionally works with moving mechanical parts such as milkshake machines/blenders. The noise level in the work environment is usually moderate.

ACCOMODATION: Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

CRISIS MANAGEMENT: Must be able to handle a crisis in a calm, effective manner. This includes: upset

guests, fire, tornado, armed robbery and assault, bomb threats and accidents.