



Cashier/Host Job Description

Job Title: Cashier (non-exempt)

Division/Department: Front of the house / Lobby & dining room

Reports to: General Manager, Assistant Managers, Supervisor, Floor runner & Administrative Manager

Salary Grade: Minimum plus tip share

Last Revision Date: January 2018.

Summary

The cashiers at Julio's are responsible for seating guests, answering phones and taking to-go orders, processing all payments, handling the cash register and filling in the daily balance report. They must also have knowledge of the menu; great attitude and customer service skills, and take care of their work space and work tools provided to them by Julio's. Like all other positions at the restaurant they must comply with all company policies.

Primary Responsibilities

1. Show up ready for work (clean and in full uniform) at the time scheduled
2. Maintain your personal appearance in accordance to restaurant grooming standards
3. Obtain and count bank from management
4. Greet and say goodbye to 100% of the guests that walk through our doors in a courteous way
5. Seat guests and provide them with clean menus, using Julio's server rotation guidelines
6. Know table numbers and register tables seated to each waiter
7. Maintain inventory of open, or soon to be open tables
8. When restaurant is at capacity, maintain guest wait list and quote proper waiting time
9. Answer telephone according to script within three rings and with a smile in your voice
10. Take messages, to-go orders and provide information regarding operations and events to customers through telephone calls and in person
11. Verify and confirm group reservations
12. Carefully receive and process all payment methods for restaurant guest checks and return change or CC receipt to server or customer
13. Have full knowledge of the menu in order to correctly take to-go orders
14. Input, get ready and deliver complete and presentable to-go orders to customers
15. Settle all guest checks in POS system and maintain accountability for all financial transactions
16. Maintain complete knowledge of Aloha POS system for required transactions
17. Responsible for adding tip amounts to all credit card transactions
18. Process all tipped employees check-outs
19. Fill out a daily balance report correctly at the end of the day
20. Report any financial discrepancies to management
21. Set up and organize work station with designated supplies, forms and resources maintaining cleanliness at all times

22. Pick up menus from holding containers in the restaurant and return them to front desk
23. Clean menus, dessert menus and front doors & windows
24. Perform cleaning duties as assigned

Additional Responsibilities

- When necessary, assist the team with bussing tables or other functions
- Maintain a harmonious relationship with all employees
- Utilize suggestive and upgrade selling on to-go orders
- Request management for any supplies needed from storage
- Make good use and maintain cleanliness of restaurant equipment and utensils
- Must know and follow sanitary food handling procedures
- Attend all scheduled meetings and provide suggestions for improvement
- Other duties as assigned by management

Qualifications and skill requirements

- ✓ Must be at least 16 years of age
- ✓ Must have a current Food Handlers card issued by the State of Texas
- ✓ Must demonstrate full knowledge of the food, beverage and dessert menu in order to be able to answer any customer's questions
- ✓ Must possess ability to compute mathematical calculations
- ✓ Must have ability to prioritize and organize
- ✓ Should be able to maintain concentration in a noisy and crowded environment
- ✓ Must have multi-tasking abilities
- ✓ Must have an upbeat and positive attitude
- ✓ Must have a pleasant personality
- ✓ Must be a team player
- ✓ Must be bilingual (Spanish-English)
- ✓ No previous cashiering experience required

Working conditions

- Standing and walking and for extended periods of time
- Working under pressure
- Bending
- Stretching
- High noise level

Uniform

- Black top or shirt with Julio's Cafe Corona logo
- Dress pants
- Black flat non-slip shoes
- Hair pulled back (half pony tail or ponytail)
- I agree to follow all the instructions and procedures dictated by this job description.

Employee Name: _____ X _____ date: _____.