



## Waiter/Waitress Job Description

**Job Title:** Waiter/waitress (non-exempt)

**Division/Department:** Front of the house / Dining room

**Reports to:** General Manager, Assistant Managers

**Salary Grade:** \$2.13 + tips

**Last Revision Date:** January 2018

### Summary

The waiters at Julio's are responsible for selling and serving food and beverages to our guests in compliance with our guidelines, and the laws and regulations of the State of Texas. They must also have full knowledge of the menu, excellent selling and customer service abilities, 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. Smile and be courteous to all guests
4. Assure table center basket is complete with salt, pepper, sugar, dessert menu, month specials and prayer before each table is seated
5. Make sure tables, floor, chairs , booster seats and high chairs are clean and ready for the following customers
6. Serve guests in the tables assigned to him/her in a timely manner and always making sure that all items served have the correct presentation and temperature
7. Take orders and write them in notepad
8. Check customer's ID in order to ensure they meet the minimum age requirement for consumption of alcoholic beverages (21+)
9. Have knowledge of Aloha POS system to place and modify orders, print checks, as well as other necessary functions
10. Follow safe and sanitary food and beverage handling procedures
11. Serve food & drinks according to service standards of the restaurant
12. Perform food preparation duties such as heating up tortillas, preparing salads, and plating desserts
13. Check back with customer to make sure order was delivered correctly and everything tastes to their liking
14. Remove empty plates, glasses and trash from tables
15. Check that all items ordered by the table are in the bill, and print checks
16. Collect form of payments, pay to cashier and return change or CC receipt to customer
17. Remove dirty/ finished dishes from tables and take to dishwasher
18. Make silverware rolls
19. Perform cleaning duties as assigned

### Additional Responsibilities

- Refill sugar caddies and salt & pepper shakers
- Wipe table bases
- Maintain service areas clean and stocked with supplies
- Wash and clean service trays
- Clean and setup tables once customers leave (when bussers not available)
- Maintain a harmonious relationship with all employees
- Utilize suggestive and upgrade selling techniques with all tables
- Deliver friendly and prompt service to all customers while performing other duties
- Request management for any supplies needed from storage
- Make good use and maintain cleanliness of restaurant equipment and utensils
- Rotate product following FIFO policy (First In First Out)
- Attend all scheduled meetings and provide suggestions for improvement
- Other duties as assigned by management

**Qualifications and skill requirements**

- ✓ Must be at least 18 years of age
- ✓ Previous customer service experience is required
- ✓ Must have a current Food Handlers card issued by the State of Texas
- ✓ Must have a current Texas Alcoholic Beverage Commission (TABC) Seller Training Certification
- ✓ Must have full knowledge of the food, beverage and dessert menu and be able to answer customer's questions
- ✓ Must know the ingredients and methods of preparation of all items served at Julio's
- ✓ Must have multi-tasking abilities
- ✓ Must have a good attitude
- ✓ Must have a pleasant personality
- ✓ Must be a team player
- ✓ Must be bilingual (Spanish-English)

**Working conditions**

- Walking and standing for extended periods of time
- Working under pressure
- Frequent lifting of heavy trays
- Lifting up to 35 pounds
- Bending
- Stretching
- High noise level

**Uniform**

White shirt with Julio's logo	Black apron
Black pants	Name tag
Black non-slip shoes	Pens/note pad

I agree to follow all the instructions and procedures dictated by this job description.

Employee Name: \_\_\_\_\_ X \_\_\_\_\_ date: \_\_\_\_\_.