

SWEET T'S RESTAURANT + BAR, LP

JOB DESCRIPTION

Name:	FLSA Classification: Non-exempt
Job Title: Busser	Pay Rate: \$14-\$16/hr. DOE
Reports To: FOH Manager	Position Type: FT/PT

SUMMARY/OBJECTIVE:

A busser has many responsibilities, but their overall purpose is to keep lunch and dinner service running efficiently. Bussers help create an excellent guest experience by keeping tables clean and set, keeping water glasses full, and following safety and sanitation procedures. A successful busser actively looks for ways to support waitstaff and enhance guest experience.

DUTIES AND RESPONSIBILITIES:

- Engages with guests to create a welcoming environment for all
- Prepares dining room for guests by wiping tables and chairs, placing settings and other items, and bringing water
- Communicates with staff to ensure efficient seating, table utilization, and customer service
- Coordinates with and assists fellow employees to meet guests' needs and support the operation of the restaurant
- Clears, sanitizes, and resets tables to prepare for the next guest
- Cleans table-tops, chairs, booths, and floor under and around tables before and after guests sit
- Supports servers by helping clear dishes and utensils from previous course, replaces necessary items
- Supports servers by helping box leftovers for guests
- Keeps service floor stocked with clean glasses
- Maintains guest and staff safety by adhering to sanitization policies
- Supports bar by emptying bus-tub, clear, and resetting bar tables, and emptying and polishing glassware
- Restocks ice on the service floor and in the bar area
- Raises and lowers blinds to maximize guest comfort
- Operates outdoor heaters to ensure guest comfort
- Helps BOH with garbage, recycling, composting, glassware, plates, and silverware
- Other duties as assigned

OTHER DUTIES:

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties, or responsibilities required of the employee for this job. Duties, responsibilities, and activities may change at any time with or without notice.

SUPERVISORY RESPONSIBILITIES:

- None

SKILLS AND QUALIFICATIONS:

- Working knowledge of POS
- Ability to perform basic math calculations
- Has current SERVSafe Certification
- Ability to communicate effectively with guests and staff
- Ability to work well in a team
- Ability to work nights, days, weekends, holidays, and overtime
- Ability to identify and prioritize important tasks
- Ability to perform tasks in a timely manner

PHYSICAL REQUIREMENTS:

- **Trunk Strength** – The ability to use your abdominal and lower back muscles to support part of the body repeatedly or continuously over time without ‘giving out’ or fatiguing
- **Manual Dexterity** – The ability to quickly move your hand, your hand together with your arm, or your two hands to grasp, manipulate, or assemble objects
- **Arm – Hand Strength** – The ability to lift up to 50 pounds
- **Mobility** – Ability to move about all shift or almost all shift
- **Speech Recognition** – The ability to identify and understand the speech of another person
- **Extent Flexibility** – The ability to bend, stretch, twist, or reach with your body, arms, and/or legs
- **Arm/Hand Steadiness** – The ability to keep your hand and arm steady while moving your arm or while holding your arm and hand in one position

WORKING CONDITIONS:

This work is generally performed standing; lifting heavy trays up to 50lbs, beer kegs and other similarly heavy objects; repetitive wiping, sweeping, reaching, and crouching. Working around hot water, glass, knives, and other kitchen implements and slippery surfaces.

WORKING ENVIRONMENT:

The physical environment requires employees work both inside and outside, sometimes in cold or hot conditions

The physical environment is often crowded and loud

The work environment can be fast-paced and may be stressful

The work environment requires close proximity to guests and co-workers