POSITION DESCRIPTION

Position: Server Assistant (Busser) **Job Code:** 30045

Department: Food and Beverage **FLSA Status:** Non-Exempt

Reports To: Director of Restaurants/F&B Managers

Position Overview:

To provide personalized and immaculate guest service and an elegant dining experience by anticipating and providing for all guest needs/requests. Assist in cleaning and resetting tables; provide guests with bread service/coffee service as well as maintaining cleanliness in common areas of the restaurant. Supply the restaurant with service equipment.

Essential Duties & Responsibilities

1. Set up and stock assigned work area by following the established service standards and procedures. Help server inspect stations for proper set-up and appearance.
2. Clear and reset tables as they are used, within established standard timings and guidelines.
3. Assist in serving coffee, tea, water, bread, butter and other food and beverage in the dining room.
4. Assist server with all aspects of service as required. Maintain work area in a professional manner.
5. Clean service stations, fill ice bins and restock storage and fridge items according to established par levels. Restock all necessary items during the course of the shift. Complete all side duties as assigned.
6. Assist with set up and breakdown of dining room facilities. Retrieve china, silver, glassware and other stewarding items form stewarding. Polish those and store equipment as designated.
7. Return dirty dishes to dishwashing area and retrieve clean ones from Stewarding.
8. Clean all spills and breakage immediately. Clean crumbs from tables and chairs. Cleans restaurant collateral such as coffee brewers, high chairs and booster seats after each use. Maintain floor areas to ensure they are clean and dry.
9. Report any damage or worn items in the dining room to manager. Make sure equipment and stock are kept clean, neat, orderly and in good working condition.
10. Perform any other duties as required and directed.
11. The Hay Adams Handbook, the Departmental Standard Operating Manual and our policies and procedures are part of this Job Description.

Qualifications:

To perform this job successfully an individual must be able to perform each essential duty to a satisfactory standard. The requirements listed below are representative of the knowledge skill and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education: High school diploma or general education degree (GED); or three to six months related experience and/or training; or equivalent combination of education and experience.

License/Certification: Must be able to obtain any/all locally required licenses/certifications that relate to the job being performed such as TIPS or ServeSafe food safety certifications.

Basic Expectations: This position is one of very high guest contact and position profile, as such, all established standards of excellence must be maintained at all times and every effort must be made to meet and/or exceed all guest expectations or requests.

Language Skills: Must have good working knowledge of the English language - ability to read and comprehend instructions, short correspondence, and memos. Ability to write simple correspondence and effectively present information in one-on-one and small group situations to guest and other employees of the organization.

Physical Ability: The physical demands described here are representative of those that must be met by any employee to successfully perform the essential functions of this job.
Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to stand, walk, use hands to finger, handle, or feel, reach with hands and arms, and talk or hear. The employee is occasionally required to stoop, kneel, crouch, or crawl. The employee must regularly lift and/or move up to 25 pounds and frequently lift and/or move up to 50 pounds.

Note:
This job description in no way states or implies that these are the only duties to be performed by the employee occupying this position. Employees will be required to perform any other job-related duties assigned by their supervisor.

The Hay-Adams Hotel offers competitive salaries and excellent benefits, including medical, dental, vision and 401K retirement plan.

EEO Employer

Please submit your resume and cover letter to: hrmanager@hayadams.com or fax 202.639.9743