Busser Job Description

POSITION: **BUSSER**
REPORTS TO: **DINING ROOM MANAGER**

SUMMARY:
The primary responsibility of a Busser is to set tables with clean linens and silverware and remove soiled dishes, glassware and silverware from the tables. Secondary responsibilities include proper maintenance and cleaning of side stations, floors, furniture, restrooms and perform other duties as assigned. Although the Busser typically works in the dining room assisting the food server, there are times when a Busser may be assigned to the bar to assist the bar server or bartender.

WORK ENVIRONMENT AND JOB RESPONSIBILITIES

I. Dress Code

II. Guidelines For Doing Your Job

III. Duties And Responsibilities

A. Greeting the Guest
B. Serving the Guest
C. Clear and Clean Tables
D. Set and Re-set Tables
E. Restroom Checks
F. Cleaning Walkways, Common Areas, and Wait Stations
G. Opening Sidework
H. Closing Sidework

IV. Experience: Previous restaurant experience is helpful but not necessary.

V. Education: High School education is recommended.

_____ _____/_____/_____

Employee Signature **Date**

This job description does not imply any written or verbal contract. It is for management communication only. We reserve the right to change this job description and its related requirements and responsibilities as business requires. This restaurant is an “at will” employer.

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Busser
JOB DESCRIPTION DETAILS

I. Dress Code

A. A clean, pressed, long sleeve, oxford style white shirt. Clean, pressed, solid dark black slacks. Black rubber soled shoes (athletic shoes are acceptable if all black) with dark socks. Two aprons, one tie and name tag will be issued to each Busser. Hair must be neat and clean. Long hair must be worn back. No excessive make-up, jewelry, perfumes or colognes.

II. Guidelines for Doing Your Job

A. All Bussers are to report to work on time and in full uniform; prepared to work when they sign in.

B. The number of Bussers working at any given time will depend on the volume of business.

C. All meals and breaks are to be taken at assigned times.

D. All employee are expected to work in a harmonious fashion. Any disputes are not to be carried on in view of the public. Any disagreement between Bussers and other employees should be referred to the manager on duty.

E. Guest interaction is an important part of the Busser's job. Bussers must be professional and answer guest inquiries as needed.

III. Duties and Responsibilities

A. Greeting the Guest

1. The Busser may be the first one to approach the guest at the table. Be polite and personable.
2. Be prepared to answer questions about the restaurant.

B. Serving the Guest

1. Remove any extra place settings at the table or supply additional settings as needed.
2. Water with lemon, bread basket and butter are automatically brought to the table. A tray should always be used.
3. Refill water glasses automatically. Ask guests if they would like more bread when basket is empty.

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4. When in your station, be prepared to assist guests with condiments, extra napkins, additional silverware, etc.
5. When serving coffee or tea, always bring cream, sugar and artificial sweetener to the table. Offer refills on coffee and tea.
6. Coordinate timing of dessert tray presentation with server.

C. Clear and Clean Tables

1. It may be necessary to help remove plates while the guests are still seated at the table.
   a. Remove plates only after asking the guest if they are finished.
   b. Remove the plates from the right of the guest whenever possible.
2. After the guests have left, move condiments and table decorations to one corner of the table. Remove all plates, glasses, etc., and wipe crumbs onto tray.
3. Replace tablecloth if necessary.
4. Check chairs and booths for crumbs, and wipe clean.
5. Check under table and surrounding floor area and sweep up any crumbs or litter.

D. Set and Re-set Tables

1. Each place setting should be complete with silverware, water glass, placemat, bread plate, and folded napkin.
2. Tables should always be set for maximum capacity.
3. Condiments should be refilled as needed.
4. Smoking tables should always have a clean ashtray with a new pack of matches.
5. Candles should always be lit during serving hours and should be replaced as needed.

E. Restroom Checks

1. Restroom checks should be done every 1/2 hour. Busser should always sign his/her initials to the checklist when task is completed.
2. Always keep restrooms well stocked and notify appropriate personnel of any plumbing problems.

F. Cleaning Walkways, Common Areas, and Wait Stations

1. Always be aware of litter on the floor and pick up any as you go through your station or anywhere else in the restaurant.

2. Keep the restaurant free of debris and clutter, such as dirty ashtrays in the lobby and empty glassware on ledges.
3. Always keep extra clean towels in the wait stations, and keep wait stations clean and clear of dirty dishes. All dirty glassware belongs at the bar or dish station.

G. Opening Sidework

1. Check outside of the building and parking lot for needed cleaning and maintenance.
2. Check restroom cleanliness and stock necessary items.
3. Fill all ice bins.
4. Make sure trash cans are in place with new liners.
5. Have enough lemon slices prepped for the day.
6. Check with manager for any additional duties.

H. Closing Sidework

1. Turn off the bread warmer. Clean all drawers and handles. Put all unused bread and butter in proper storage bins in the kitchen.
2. Melt ice from bins and wipe dry.
3. Cover lemon slices and return to walk-in.
4. Get all dirty dishes to dish station as soon as possible.
5. Clean floor drains and mop floors in wait stations.
6. Dispose of all trash and empty boxes.
7. Wipe down and sanitize all high chairs and booster seats.
8. Remove linen bag and sort.
9. Check with manager for any additional duties.

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Line Cook Level 1
JOB DESCRIPTION

POSITION TITLE: **LINE COOK LEVEL 1**
REPORTS TO: **EXECUTIVE CHEF/SOUS CHEF**
SALARY RANGE : **SEE PAY GRADE SCALES**

SUMMARY:

Prepares, seasons and cooks soups, meats and vegetables as well as other hot food items. Uses a variety of kitchen tools and equipment to prepare food. Adjusts thermostat controls to regulate temperatures of ovens, grills and broilers. Observes and tests foods being cooked. Along with specific job performance, other areas of general performance are evaluated: observing house rules, attitude, personal conduct, attendance, and appearance.

Work Environment and Job Responsibilities

I. Dress Code

II. Guidelines for Doing Your Job

III. Duties and Responsibilities:

A. Checklists for Opening and Closing

B. Reports

C. Cooking Techniques

D. Use and Cleaning of Tools and Equipment

E. Ingredient Use

F. Recipe Use

G. Sanitation, Health and Safety

H. Reconciles food inventories and other paper work

I. Performs other related duties as assigned by the Chef or immediate supervisor

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IV. Experience: Previous restaurant cooking experience necessary. Good communication skills helpful. Manual dexterity, knowledge of cooking techniques, and use of kitchen tools and appliances is necessary.

V. Education: School courses should include math, art and cooking. High school education recommended. Vocational/technical schools, colleges, and industry organizations courses in food preparation are very helpful.

_____ _____/_____/_____

Employee Signature **Date**

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Line Cook Level 1
JOB DESCRIPTION DETAILS

I. Dress Code

A. Starched white coat, buttoned to the neck; white neck scarf, neatly tied; dark colored pants; white 4-way apron; 2 side towels; heavy duty shoes and socks. No pins (except Harbor House Company pins), buttons, flowers or jewelry on uniforms, please. The public view us as professionals, and we want to maintain that image in our dress and behavior.

B. Uniforms are to be clean and crisp, complete with hat, neck tie and Harbor House pin. As your apron gets soiled, either turn it up or change it. Hats are to be worn at all times.

II. Guidelines for Doing Your Job

A. All cooks are to report for work on time, and should be signed in and out in their whites.

B. Harbor House buys only the best quality, freshest ingredients for you to cook with. We have a reputation for the finest food and service. You, as a cook, are responsible for the customer's satisfaction—take pride in every plate you prepare.

C. The cooking line at Harbor House consists of three stations:
   1. Grill/Broiler
   2. Wheel/Fryer
   3. Sauté

D. The number of cooks depends on the volume of business.

E. Cooks are to follow the published line recipes and portion lists to maintain our standards of quality and consistency. Keep your station clean and orderly. Clean as you go, so that final clean-up is easier at the end of the shift. Make an effort to leave your station set up for the next shift.

F. All meals and breaks are to be taken at assigned times. There is to be <u>no eating</u> on the cooking line.

G. All Cooks work together as a team in a harmonious fashion.
   1. Any disputes are not to be carried on in view of the public.
   2. A number of disputes may be reason for termination.
   3. Any disagreement between servers and cooks are to be referred to the Chef or manager on duty.

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H. All Cooks engage in prep work during slow business periods of the shift.
   1. Sometimes, there are times during the shift, especially in the afternoon and early evening prior to opening the second line, when we are not busy.
   2. This is the time during which Line Cooks can, and are expected to, do prep work.
   3. Check with the Chef, or manager on duty, and the Prep Cook on duty for a prep work assignment. All assignments are listed and dated on the white prep board.
   4. Prep work to be done should be the kind of preparations that can be left and returned to intermittently. Avoid prep projects involving fresh fish, poultry or meats <u>unless</u> they can be completed quickly and returned to refrigeration <u>or</u> be kept on ice while working.
   5. Examples: prep rice, vegetable prep (peeling, trimming, chopping), make stocks, etc.
   6. Doing prep work is essential to the Harbor House philosophy of teamwork, cooperation and efficiency, with the goal of producing a quality product and being a part of a successful restaurant.

I. We have written recipes for each dish, dressing, soup or sauce at Harbor House. This was done as a means of clarification and standardization of quality. Each cook is given a set of these recipes and is expected to learn them and use them. The Chef or Sous Chef will demonstrate techniques and use of unfamiliar equipment.

J. There is also written material on set-up procedures, methods of preparation, and food theory. These materials are to make your job easier and help you be more efficient.

K. It is to the Cook's advantage to study and learn these recipes and written materials. It will help in understanding the way things are done at Harbor House. As a Cook, you are directly responsible for the end product that the customer eats. Our reputation is in your hands. Take care, and be proud of your work.

III. Duties and Responsibilities

A. Completes all checklists for opening and closing.
   1. After signing in, your first responsibility is to check with the chef on duty for directions and special instructions.
   2. Reconcile inventory, insuring that all food product is correctly counted, rotated and in its proper location.
   3. Be sure to use any available product left by the previous shift to guarantee product quality.
   4. Inform the Prep Supervisor of the count of any food items needed.
   5. Begin setting up the line prior to opening, and be familiar with all specials.

6. Demonstrate an assertive attitude by asking who needs assistance.
7. Follow all established closing procedures.
8. Check with the chef before signing out.

B. Complete all required reports neatly and accurately.

C. Beginning understanding of the use of the following cooking techniques:
   1. Moist heat cooking techniques: steam and deep-fat fry.
   2. Dry heat cooking techniques: grill or mesquite broil.
      a. All items are to be cooked to Harbor House standards.
      b. Maintain consistency in your product throughout the shift.
      c. Follow all recipes and maintain the proper portion control.
      d. Track the items you have in stock to insure we aren't running low on anything.
      e. Report all waste.

D. Beginning understanding of the use of the following tools and equipment so as to increase productivity: knives, whisks, ladles, garde-manger tools, grinders, choppers, slicers, Vac-U-Seal machines, mixers, Robot Coupe, steam kettles.

E. Beginning understanding in preparing the following ingredients: vegetables, fish and shellfish, meat, poultry and game birds, dairy products, fruits, nuts, and eggs.
   1. Begin developing a taste for salt, acid, sweet and sour.

F. Beginning understanding of working with the following recipes: beverages, buffets (hot and cold), desserts, doughs and pastries, salads and dressings, sandwiches and appetizers, sauces and marinades, soups and stocks.

G. It is essential that we use sanitary food handling practices at all times:
   1. Personal appearance and hygiene are to be maintained.
      a. Clean hands and finger nails.
      b. Hands should be washed periodically while working.
      c. Hair is kept under hat.
      d. Clean uniform.
      e. Shoes kept clean and free of food.
      f. Cuts or sores are to be covered with a clean band-aid or bandage, and either a finger cot or a plastic glove worn as appropriate.
   2. There is no excuse for careless handling of any food product.
      a. All perishable items are to be kept wrapped and/or refrigerated. Ice down all cold items.
      b. Nothing is ever stored in the container that it came in, especially tin cans.

c. Any food transported to, from, or on the cooking line is to be done so in a container. No food is to be transported by bare hands.
d. Return all containers to the walk-in labeled, dated and in proper rotation.

H. Reconcile food inventories and other paper work.

I. Perform other related duties as assigned by the Chef or immediate supervisor.