

## **WAIT STAFF**

**DISTINGUISHING FEATURES OF THE CLASS:** This position exists in the diner located within the Broome County Transit junction. The incumbent is responsible for serving sit-down diner patrons in a timely, courteous manner as well as those at the take-out window. Duties also include maintaining cleanliness of all food service areas. The work is performed under the direct supervision of the Cook Manager or Cook. Supervision is not a responsibility of this position. Performs related duties as required.

### **TYPICAL WORK ACTIVITIES:**

Distributes menus and describes food items to diner patrons;  
Takes orders from diner patrons in a timely manner;  
Provides service in a friendly and courteous manner;  
Serves food and beverages in a timely manner to ensure optimum quality;  
Prepares guest checks and takes payment;  
Utilizes proper food handling and food service techniques;  
Refills beverage and condiment dispensers, and makes coffee;  
Assists with food preparation as needed;  
Cleans seating areas and booths, beverage drainage areas, cabinets, menu covers and floors.

### **FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:**

Working knowledge of proper food handling and food service techniques;  
Working knowledge of proper cleaning methods;  
Ability to provide quality customer service;  
Ability to work well with others;  
Ability to communicate clearly and precisely;  
Ability to multi-task;  
Ability to adapt to a variety of duties and situations;  
Ability to stand for long periods of time;  
Ability to assist with food preparation;  
Ability to provide general descriptions of all food items;  
Ability to work a simple cash register;  
Good organizational skills;  
Courteous;  
Polite.

### **MINIMUM QUALIFICATIONS: NONE**

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