

Hinterland Busser/Food Runner Job Description

An organization's personnel is its most critical and important asset. In the same way that Hinterland is dedicated to delivering an exceptional and exciting journey and experience in craft brewed beer and dining, Hinterland is also committed to employing a team of highly skilled, knowledgeable, upstanding, ethical staff. Hinterland is committed to delivering the highest level of service in all aspects of its operation. It is critical to Hinterland's success that each team member know, understand and are able to execute their role and responsibility at a high level in all facets of operation.

The Busser/Food Runner is ultimately responsible for supporting restaurant functions of serving food and water as well as clearing and resetting tables in a timely, accurate and efficient manner with the expected high level of service resulting in an exceptional customer experience for each and every Hinterland guest.

Reports to: Restaurant Manager

Restaurant Busser/Food Runner job duties, role and responsibilities:

- Create and contribute to a positive, productive work environment with a can-do attitude and customer-centric approach
- Perform work and care of guests with purpose, enthusiasm and a sense of fun and adventure - Treat others and conduct oneself with respect and care
- Perform opening duties according to Front of House Side Work Checklist
- Attend shift line-up in attentive, engaged manner requesting clarifications as needed
- Obtain service area assignment at the beginning of each shift
- Review reservations to understand expected business during shift and plan accordingly
- Set tables with clean linens, flat ware, condiments, or other supplies
- Clear tables after guests, wipe tables or seats with dampened cloths or replace dirty tablecloths
- Promptly clean table tops, chairs, booths, and the floor under and around tables between guests
- Remove used tableware between courses and provide tableware for next course
- Locate items requested by guests
- Take soiled tableware to the designated area, and unload, sort and stack silverware, dishes, and glassware for cleaning
- Scrape dirty dishes into compost/trash as appropriate
- Perform serving, cleaning, or stocking duties to facilitate customer service
- Carry food, dishes, trays, or silverware from kitchens or supply areas to serving counters
- Clean up spilled food or drink or broken dishes and remove trash
- Serve food to guests when servers need assistance
- As Food Runner, serve food to appropriate table/guest as directed by expo
- Promptly tend to guests as they are seated and serve ice water to guests
- Thank guests as they leave
- Maintain adequate supplies of items such as clean linens, silverware, glassware, dishes, or trays
- Clean counters, shelves, walls, furniture, or equipment in food service areas or other areas of the restaurant, and mop or vacuum floors as needed
- Complete side work according to Front of House Side Work Checklist
- Fill ice dispensers and change soda mix as needed
- Stock cabinets or serving areas with condiments and refill condiment containers
- Communicate with server and host or hostess to expedite efficient seating, table utilization, and customer service
- Respond appropriately to guest requests and communicate guest requests to server or host as appropriate
- Inspect assigned restroom every 30 minutes and clean as needed
- Attend all scheduled employee meetings and offers suggestions for improvement
- Coordinate with and assist fellow employees to meet guests' needs and support the operation of the restaurant
- Fill-in for fellow employees where needed to ensure guest service standards and efficient operations

Hinterland Busser/Food Runner Job Description cont.

Tools & Technology

- Reservation software
- Paging system
- Tablet computer

Minimum Qualifications

- Positive, can-do attitude and willing customer service approach
- Good interpersonal communication skills
- Ability to multi-task
- Comfortable working in face-paced environment
- Able to work in a standing position for long periods of time (up to 8 hours)
- Able to safely lift and easily maneuver trays of food and containers weighing up to 25 pounds

This policy/procedure is a guideline to be followed with reason and discretion. This policy/procedure is subject to change. Any change to this policy/procedure is subject to and requires management approval prior to implementation. Any change to this policy/procedure requires written notification to the entire Hinterland team prior to implementation.