



JOB DESCRIPTION

Job Title:	Food Runner/Busser	FLSA Classification:	Non-Exempt
Department:	Retail	Reports To:	Head Chef

Job Summary:

A Food Runner/Busser is an energetic, customer service orientated individual with a passion for craft beer. Food Runners/Bussers are responsible for serving food to visitors, clearing tables and other areas of dirty glassware, flatware, dishes, and other serving supplies, communicating with co-workers and visitors, and otherwise supporting kitchen and Tap Room staff as needed. Assist with maintenance and cleaning of entire kitchen and Tap Room facility, equipment and supplies, ensuring compliance with regulations and procedures related to safety, health standards, Good Nature Brewing policies and procedures.

Essential Job Duties and Responsibilities: (Additional duties may be assigned)

- Delivering food to visitors at the proper table at the proper time, quickly and efficiently and in a friendly, professional and knowledgeable way.
- Interact with customers and vendors to develop and maintain a favorable public image.
- Provide excellent customer service to visitors. Greet and serve visitors in a positive and friendly way. Greet everyone who visits the Tap Room with a hello and a good bye. Treat everyone like a regular.
- Interact with visitors to develop and maintain a favorable public image. Answer questions and educate guests about Good Nature Brewing, our beers, our menu and other products, the differences between beer styles as well as the history and culture around Good Nature Brewing and craft beer in general.
- Promote other items we offer for sale.
- Promote Good Nature events and specials.
- Assist with inventory procedures. Alert Supervisor about shortages or discrepancies.
- Ensure the Tap Room and kitchen, tables, chairs, displays, counters, sinks, utensils, shelving and storage areas are clean, orderly, and complies with established sanitation standards, personal hygiene, and health standards at all times. Clean spills, re-stock and wipe down tables, chairs, sweep floors etc.
- Inspect supplies, equipment, and work areas for cleanliness and functionality. Make recommendations for maintenance, repair and upkeep of the kitchen and Tap Room and its equipment to supervisor.
- Clear and clean tables and bring all dirty dishes and utensils to kitchen for cleaning. Bring all dirty glassware to bar for cleaning.
- Stock supplies such as napkins, utensils, condiments and other Tap Room needs
- Polish flatware, glassware, and other supplies as needed
- Complete and assist with additional kitchen duties and task as required by supervisor
- Set up, break down and stock Tap Room, tables, displays etc. before, during, and after service

- Prepare for and assist with Tap Room events & Specials including live music, large parties, private parties, monthly specials, food pairings etc.
- Comply with health, sanitation, and safety regulations, policies, and procedures.
- Keep abreast of policies and procedures and current developments in local, state, and federal laws applicable to food service, safe food handling, and health standards etc.
- Attend staff meetings and other functions as required
- Report all equipment problems, bar maintenance issues, violations or substandard practices to your supervisor immediately upon encountering a problem.

Supervisory Responsibilities:

Dishwashers do not have any supervisory responsibilities.

Education and Experience:

- High school diploma or GED required.
- Restaurant and/or bar Experience

Special Requirements:

- Ability to work a flexible schedule: early mornings, days, nights, Holidays and weekends.

Knowledge, Skills, and Abilities:

- Passion for food and specifically farm-to-table cuisine.
- Working knowledge of or interest in craft beer and craft beer and food pairing
- Strong communication and interpersonal skills to interact with customers, vendors, and coworkers in a professional manner.
- Basic understanding of the restaurant business.
- Strong organizational and time management skills.
- Possess the ability to multi-task and manage stressful circumstances associated with a fast-paced work environment.
- Ability to follow instruction and complete assigned tasks with accuracy, speed, and in a timely manner
- Knowledge of organizational structure, workflow, and operating procedures.
- Familiar with Industry's Best Practices
- Ability to work both independently as well as in a team environment.
- Ability to resolve customer complaints and concerns.

Equipment, Machines and Software Used:

This position requires the regular use of

Physical and Mental Requirements:

- Ability to stand for extended periods of time, walk, talk, hear, use hands to finger, grasp, handle or feel, push, pull, reach, crouch, kneel, crawl or bend, and perform repetitive motions of the hands and/or wrists.
- Ability to occasionally exert up to 50 pounds of force, and/or up to 30 pounds of force frequently, and/or up to 10 pounds of force constantly to move objects.
- Moderate mental and visual attention required for performing manual work, machine operations, set-ups, inspections, and adjustments that require frequent decisions to detect and adjust for variance from proper operation.

Environmental Conditions:

While performing the duties of this position, the worker is exposed to inside environmental conditions, extreme heat, potential for physical injury, exposure to hot fluids, pressurized vessels and transfer lines, strong odors, chemicals, and unpleasant tasks such as handling garbage.

Disclaimer:

- All requirements are subject to possible modification to reasonably accommodate individuals with disabilities.
- This job description in no way states or implies that these are the only duties to be performed by the employee(s) occupying this position. Employees will be required to follow any other job-related instructions and to perform any other job-related duties requested by their supervisor.
- The company reserves the right to add to or revise an employee's job duties at any time at its sole discretion.
- This document does not create an employment contract, implied or otherwise, other than an "at will" employment relationship.

I acknowledge that I have read this job description and have received a copy for my records.	
Employee Name:	
Date:	