

**Waitstaff
(Holiday/ARUS/ARC)**

Position Description

Job Title: Waitstaff
Department: Culinary Services
Reports To: Assistant General Manager
FLSA Status: Non-exempt
EEO-1 Job Category: Service Worker

Job Summary

In the role of Waitstaff, you are responsible for setting and clearing tables, dining and server station cleaning, taking residents' food and beverage orders, and serving residents in a timely, courteous, and professional manner.

Principal Duties and Responsibilities:

The following essential functions are the fundamental job duties of the position to be completed with or without appropriate reasonable accommodation.

- Arrive to work on time, in uniform, and ready to serve.
- Provide a high level of customer service and promote an enjoyable and welcoming dining atmosphere.
- Work closely with the Executive Chef and Assistant General Manager to keep residents satisfied with food and dining programs.
- Set tables and dining room furniture in accordance with Company standards.
- Greet residents warmly by addressing them by name and fostering genuine connections through warm and professional interactions.
- Follow the steps of service as outlined by Company training materials and job aides.
- Attend pre-meal stand up held for all dining and kitchen staff.
- Clearly understand the menu offerings and ingredients in order to be able to answer any resident questions and recommend selections as needed.
- Take and deliver accurate meal orders to residents and guests.
- Buss and clean tables and dining room in accordance with Company standards.
- Perform any "side work" or other Waitstaff duties as required.
- Adhere to Company safe food handling practices.
- Adhere to and implement the Company's chemical safety policies to ensure a secure and compliant work environment.
- Assist with the preparation and execution of special events, banquets, and theme meals.
- When applicable, familiarize new residents with our menus, seating arrangements, dining options, and operating hours.
- Clean and sanitize the Refresh Station and coffee stations.
- Communicate resident likes and dislikes to the Executive Chef and Assistant General Manager for menu planning purposes and resident satisfaction.
- Create a strong sense of teamwork and cooperation among all staff.
- May perform other duties as needed and/or assigned.

Minimum Qualifications

- Basic reading, writing, and mathematical skills.
- Communicate effectively in English with employees and residents.
- General knowledge of sanitation and safe food handling practices.
- Ability to retain orders (up to four at one time).
- Strong organization and time management skills.
- Must possess or have the ability to obtain a food handlers permit as required by local, state, or provincial law and/or Company standards. Must obtain applicable permit(s) within 60 days of employment as required by local, state, or provincial law.
- Must successfully complete all Atria-specified training programs.

Required Competencies

- Approachability
 - Spends the extra effort to put others at ease.
 - Builds rapport well.
 - Is a good listener.
- Customer Focus:
 - Acts with customers in mind.
 - Is dedicated to meeting the expectations and requirements of internal and external customers.
 - Gains trust and respect of customers.
- Functional/Technical Skills:
 - Has the functional and technical knowledge and skills to do the job at a high level of accomplishment.
- Listening:
 - Practices attentive and active listening.
 - Can accurately restate the opinions of others even when they disagree.
- Patience:
 - Is tolerant of people and processes.
 - Listens and checks before acting.
 - Follows established process.
- Time Management:
 - Uses their time effectively and efficiently.
 - Concentrates efforts on the more important priorities.
 - Can attend to a broader range of activities.

Physical Requirements/Work Environment				
Task	Continuous	Intermittent	Seldom	N/A
Standing	X			
Walking	X			
Combined Standing/Walking	X			
Sitting			X	
Lifting/Lowering/Carrying – Weights				
Up To 20 Lbs.	X			
Greater Than 20 Lbs.		X		
Greater Than 50 Lbs.			X	
Lifting/Lowering/Carrying – Weights				
Floor to Knuckle		X		
Knuckle to Shoulder		X		
Shoulder and Above		X		
Bending		X		
Twisting		X		
Reaching		X		
Pushing/Pulling			X	
Crouching/Stooping			X	
Kneeling			X	
Climbing/Reaching Hard-To-Clean Spots <1% Of the Day			X	
Operating Arm Controls Or Leg Controls				X
Upper Body-Shoulder/Elbow Use		X		
Hand/Wrist Flexion-Extension		X		
Noise/Dust/Chemical Exposures		X		
Working at Heights				X
Operating Mobile Equipment/Machinery/Vehicle				X
*Continuous = 66-99% of the day; Intermittent = 33-66% of the day; Seldom = 0-33% of the day				

This job description is intended as a summary of the primary responsibilities and qualifications for this position. The job description is not intended as inclusive of all duties an individual in this position might be asked to perform or of all qualifications that may be required either now or in the future.

The Company reserves the right to revise the duties set forth in this job description at its discretion. By signing below, I acknowledge that I have received this job description. My signature further acknowledges that I have reviewed this job description and understand that I have the individual and joint responsibility to fulfill all of the essential duties listed on a consistent and ongoing basis.

I have read and reviewed this job description and agree to abide by it during my employment.

Employee Name (**Printed**)

Employee Signature

Date

Supervisor Signature

Date