



## JOB DESCRIPTION

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Position: **Server/Cook**  
Reports to: Manager  
Payroll Class: Hourly

### PURPOSE OF POSITION

Individuals holding a server/cook position are cross-trained to interchangeably function as a server or cook from day-to-day and at various times during the shift. Regardless of which function is being performed at any given moment, attention to servicing our guests is the primary purpose.

Specifically, when functioning as a server, the primary purpose is to provide immediate, friendly, and attentive service to our guests. When functioning as a cook, the primary purpose is to prepare food as fast as possible and in an appealing manner. In either position, a team oriented approach is required.

The secondary purpose of either position is the completion of various daily stocking, cleaning and shift duties during the shift and before going home.

### ESSENTIAL FUNCTIONS OF POSITION

#### When positioned as a server:

- Provide immediate customer service utilizing the "10-steps to Customer Service" as the required standard of service for all customers
- Clear dishes and reset tables
- Participate in dish washing duties
- Clean and refill "setups" (the condiments at the table)
- Restock desserts, soups, and paper supplies
- Clean beverage equipment and counters
- Complete specific shift duties as per a posted list

#### When positioned as a cook:

- Respond immediately to incoming food orders
- Prepare food orders quickly according to standard recipes
- Prepare multiple food orders
- Work in accordance with sanitation standards
- Maintain a clean cooking area
- Participate in dish washing duties
- Prepare soups and chili and restock food and supplies
- Complete daily "prep-work" (portion controlling)
- Complete specific shift duties as per a posted list

### MINIMUM QUALIFICATIONS

- Minimum age 18
- Friendly, upbeat, attitude

- High school graduate or equivalent. Education level may be waived as a result of other qualifications.
- Able to speak, understand and read the primary language used in the workplace.
- Able to perform simple mathematical calculations
- Some front-of-the-house or cooking experience in a restaurant or other hospitality operation is desired, but not always necessary

### PHYSICAL DEMANDS OF POSITION

- Reach, feel, talk and hear.
- Handle, grasp and finger with high degree of acuity and speed.
- Able to stand and exert fast-paced mobility for eight or more hours in length.
- Able to bend and kneel and have the ability to lift pots, pans, bus pans and trays frequently up to 25 pounds.

### JOB SETTING/WORKING CONDITIONS

- Can deal effectively with different types of personalities
- Moves quickly and productively in a fast paced and often hectic environment

### JUDGMENT AND DECISION MAKING

- Continually demonstrate good judgment and quality workmanship.
- Seeks guidance and direction when necessary in the performance of duties.
- Able to work in an independent manner.

### RELATIONSHIP WITH OTHERS

- Maintains a positive and cooperative relationship with employees, peers and supervisors.

### MEASUREMENT OF PERFORMANCE

1. Customer service
2. Cooking skills
3. Stocking and shift duties
4. Speed and efficiency
5. Attendance
6. Availability/flexibility
7. Uniform and appearance
8. Overall business attitude
9. Career development effort