Busser Hat

**Purpose:**

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.

They are expected to perform their job with a high level of service resulting in an exceptional customer experience for each and every guest.

**Job duties, role and responsibilities:**

1. General:
   1. Coordinate with and assist fellow employees to meet guests’ needs and support the operation of the restaurant
   2. Fill-in for fellow employees where needed to ensure guest service standards and efficient operations
2. Start of Shift:
   1. Obtain service area assignment at the beginning of each shift
   2. Perform opening duties according to Front of House Side Work Checklist
   3. Set tables with condiments, or other supplies
3. FOH Assistance:
   1. Remove used tableware between courses and provide tableware for next course
   2. Locate items requested by guests
   3. Perform serving, cleaning, or stocking duties to facilitate customer service
   4. Serve food to guests when servers need assistance
   5. As Food Runner, serve food to appropriate table/guest as directed by expo
   6. Promptly tend to guests as they are seated and serve ice water to guests
   7. Communicate with server and host or hostess to expedite efficient seating, table utilization, and customer service
   8. Clean up spilled food or drink or broken dishes and remove trash
   9. Respond appropriately to guest requests and communicate guest requests to server or host as appropriate
4. Bussing Tables:
   1. Thank guests as they leave
   2. Clear tables after guests: wipe tables or seats with dampened cloths
   3. Promptly clean table tops, chairs, booths, and the floor under and around tables
   4. Take soiled tableware to the designated area, and unload, sort and stack silverware, dishes, and glassware for cleaning
   5. Scrape dirty dishes into compost/trash as appropriate
5. Maintenance:
   1. Carry food, dishes, trays, or silverware from kitchens or supply areas to serving counters
   2. Maintain adequate supplies of items such as clean linens, silverware, glassware, dishes, or trays
   3. Clean counters, shelves, walls, furniture, or equipment in food service areas or other areas of the
   4. Inspect assigned restroom every 30 minutes and clean as needed
   5. Restaurant, and mop or vacuum floors as needed
   6. Fill ice dispensers and change soda mix as needed
   7. Stock cabinets or serving areas with condiments and refill condiment containers
6. End of Shift: Complete side work according to Front of House Side Work Checklist