

Job Title:	Food Runner	Department	FOH
Location:	The Syndicate	Travel Required:	None
Level/Salary Range:	Private	Position Type:	Hourly
HR Contact:	Lindsey Copley	Direct Report:	Jesse Smith

Job Description

ROLE AND RESPONSIBILITIES

A Food Runner's role is important in delivering food in a timely and courteous manner to our customers. This position is important to our restaurant to ensure we are continuing an amazing guest experience.

Responsibilities:

Deliver food orders from the kitchen to our customers quickly, accurately, and in a courteous manner

- Ability to learn seating arrangements to deliver food to the appropriate seats
- Working closely with the chef and kitchen staff to double check orders and match food tickets to the customer
- Bus tables by removing dirty dishes and trash
- Check in with customers to ensure their experience is satisfactory
- Relay reports of customer satisfaction to management and relevant parties
- Ensure customers have all of the appropriate tableware they need to properly enjoy their food
- Assist setting up tables before service with appropriate utensils, plates, glasses, etc.
- Handle various impromptu request from customers
- Uphold sanitation and food safety principles
- Additional duties as assigned

QUALIFICATIONS AND EDUCATION REQUIREMENTS

- Work experience in hospitality or similar role is helpful
- Spending long period of 8 hours or more on your feet without a break
- Well-organized with time-management skills
- Excellent communication and attention to detail
- Customer service and team-oriented attitude
- Ability to remain calm and make quick decisions under stressful circumstances
- Flexibility to work during weekends, evenings, and holidays
- ServSafe certification or willingness to get
- No education requirements, but are a plus

PREFERRED SKILLS

- Sound knowledge of liquor, beer, and wine service is helpful, but not required

Reviewed By:		Date:	
Approved By:		Date:	
Last Updated By:	Lindsey Copley	Date/Time:	November 21, 2021