

Dining Room Attendant

UF4087

Job Overview:

The Dining Room Attendant is responsible for assisting the server in the dining room; duties to include setting tables with clean napkins, china, and glassware, pouring water for guests and assisting with serving when needed. The general responsibilities of the position include those listed below, but Sodexo may identify other responsibilities of the position. These responsibilities may differ among accounts, depending on business necessities and client requirements.

General Responsibilities:

- Provides fast, friendly, professional, and responsive customer service to dining guests.
- Provides personalized service during guest interactions.
- Removes dirty dishes, linen, glassware and flatware from table and counter tops, and transports items to designated area.
- Wipes counter areas, sinks, and floors as required to maintain a clean and safe workstation.
- Maintains cleanliness of designated areas as directed in accordance with established health and safety standards.
- Deep cleans food and beverage equipment (coffee machines, soda and juice dispensers, ice bins), service stations and refrigerators as scheduled or required.
- Operates and maintains equipment as required in accordance with established guidelines and safety procedures.
- Removes and properly disposes of all debris accumulated in dining room and service stations in accordance with department procedures.
- Maintains par levels of operating supplies (china, flatware, glassware, utensils), condiments and paper supplies for each service station, obtaining replacement stock from inventory room in accordance with procedure.
- Reset tables with silverware, linen, napkins, and glassware in accordance with established dining room tabletop specifications.
- Assists servers in their duties (e.g., refills water glasses and coffee cups, helps serve food orders, attends to guest needs) as required.
- Provides fast, friendly, professional, and responsive customer service to food servers and dining host/hostess.
- Follow defined food sanitation guidelines in preparation of food product and maintaining work environment.
- Attends all allergy and foodborne illness in-service training.
- Complies with all Sodexo HACCP policies and procedures.
- Reports all accidents and injuries in a timely manner.
- Complies with all company safety and risk management policies and procedures.
- Participates in regular safety meetings, safety training and hazard assessments.

- Attends training programs (classroom and virtual) as designated.
- May perform other duties and responsibilities as assigned.

Job Qualifications:

Experience/Knowledge:

- High School diploma, GED, or equivalent experience.
- 0 to 1-year related work experience.

Skills/Aptitude:

- Presents self in a highly professional manner to others and understands that honesty and ethics are essential.
- Ability to maintain a positive attitude.
- Ability to communicate with co-workers and other departments with professionalism and respect.
- Maintains a professional relationship with all coworkers, vendor representatives, supervisors, managers, customers, and client representatives.
- Ability to use a computer.
- Ability to provide clear directions and respond to employees.
- Basic food-handling skills.

License/Qualifications

Certifications: None.

General Qualifications:

- Willingness to be open to learning and growing.
- Maturity of judgment and behavior.
- Maintains high standards for work areas and appearance.
- Maintains a positive attitude.
- Ability to work a flexible schedule helpful.
- Must comply with any dress code requirements.
- Attends work and shows up for scheduled shift on time with satisfactory regularity.

Physical Requirements:

- Close vision, distance vision, peripheral vision, depth perception and the ability to adjust focus, with or without corrective lenses.
- Significant walking or other means of mobility.
- Ability to work in a standing position for long periods of time (up to 8 hours).
- Ability to reach, bend, stoop, push and/or pull, and frequently lift up to 35 pounds and occasionally lift/move 40 pounds.

Working Conditions (may add additional conditions specific to defined work location):

- Generally, in an indoor setting, however, may supervise outside activities and events.
- Varying schedule to include evenings, holidays, weekends, and extended hours as business dictates.
- While performing the duties of this job, the employee is primarily in a controlled, temperate environment; however, may be exposed to heat/cold during support of outside activities.
- The noise level in the work environment is usually moderate to loud.

Unit Description: Identify unit-specific job tasks and qualifications in relation to this job. List any language(s), software or registrations required to perform this job. Please describe the typical writing, speaking and presentation skills required for this job and identify the audience.

Employee signature below constitutes employee's understanding of the responsibilities, qualifications, requirements and working conditions of the position.

Employee _____ Date _____
Manager _____ Date _____