

JOB DESCRIPTION – FRONT OF HOUSE

Job Title: Cashier/Counter Attendant



Reports To

Management

Job Summary

Provide friendly, responsive service to create an exceptional dining experience for all guests by taking orders, making recommendations when appropriate, processing payments and serving food or beverages to customers at the table. Also perform other duties in the areas of food and final order preparation including preparing food, beverages and arranging food items.

Activities & Responsibilities

Primary

- Promote, work and act in a manner consistent with the mission of **Peace N Hominy Q** to be a casual neighborhood bbQ joint providing authentic wood smoked Q in a nostalgic location, being as local and green as we can be.
- Serve food, beverages and desserts to customers.
- Take orders for food and beverage, accepting payments and making change.
- Prepare food items, such as sauces, dressings, beverages and desserts, according to standard portion sizes and recipe specifications or following directions.
- Prepare catering and event items, such as equipment, sauces, dressings, beverages, breads and desserts, according to standard portion sizes and recipe specifications or following directions.
- Prepare menu items for serving at the table or for takeout.
- Replenish foods, beverages, to-go wares, paperwares, cutlery, utensils and cups at serving areas/stations, service production areas, refrigerators or freezers
- Brew coffee and tea and replenish beverage areas.
- Clean and sanitize dining rooms, restrooms and service production areas including tables, chairs, shelves, walls, counters, fountain beverage equipment, brewing beverage equipment and refrigeration/freezer equipment.
- Sweep, scrub or mop floors.
- Complete and assist others in opening and closing the dining room areas.
- Maintain sanitation, health, and safety standards in work areas.
- Attend all scheduled employee meetings and offers suggestions for improvement.
- Coordinate with and assist fellow employees to meet guests' needs and support the operation of the restaurant.
- Fill-in for fellow employees where needed to ensure guest service standards and efficient operations.

Supplemental

- Knowledge of menus to present and describe to customers.
- Set up dining areas for meals and clear them following meals.
- Ensure delivery of orders to kitchen and pick up and serve food when it is ready.
- Ensure communication of any special instructions for food preparation to kitchen.
- Add garnishes to food orders, according to instructions.
- Make lists of items needed to replenish supplies.
- Uses the Standardized Recipes for preparing all products; does not rely on the memory of oneself or others.
- Store food in designated containers and storage areas, with description label including date of preparation and date of expiration, to prevent spoilage.

Activities & Responsibilities

- Ensure freshness of food and ingredients by checking for quality, keeping track of old and new items, and rotating stock.
- Take and record temperature of food and food storage areas, such as refrigerators and freezers.
- Weigh or measure ingredients.
- Use manual or electric appliances to clean, peel, slice, and trim foods.
- Promptly inform management when equipment is not working properly and when food/supplies are getting low.

Tools & Technology (examples in parentheses)

- Point-of-sale iPad terminals and printers
- Point-of-sale software (REVEL-QuickBooks POS)
- Online Ordering portals (Yelp Eat24-GrubHub/UberEats/Resident World/REVEL-QuickBooks POS)
- Credit card processing machines
- Personal computers & pocket calculator
- Commercial use:
 - Carbonated Beverage Dispenser and Ice-Making Machine
 - Coffee/Iced Tea Brewers
 - Refrigeration and Freezer Equipment
 - Soft Serve Machine
 - Food Processors and Slicers
 - Cutlery/Knives
 - Smokers, Food Warmers, Grills, Ovens, Heat Lamps, Microwave Ovens
 - Scales
 - Thermometers
 - Sinks
 - Drying and Draining Racks
 - Soap/sanitizer Dispensers
 - Wet Mops

Minimum Qualifications

- Able to communicate effectively with management and kitchen personnel
- Able to reach, bend, stoop and frequently lift up to 40 pounds
- Able to work in a standing position for long periods of time (up to 9 hours)