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[COMPANY NAME] JOB DESCRIPTION

Position: Counter Attendants, Cafeteria, Food Concession and Coffee Shop

Job Description:

Serve food to diners at counter or from a steam table.

Job Tasks:

- Add relishes and garnishes to food orders, according to instructions.
- Brew coffee and tea, and fill containers with requested beverages.
- Deliver orders to kitchens, and pick up and serve food when it is ready.
- Prepare food such as sandwiches, salads, and ice cream dishes, using standard formulas or following directions.
- Serve food, beverages, or desserts to customers in such settings as take-out counters of restaurants or lunchrooms, business or industrial establishments, hotel rooms, and cars.
- Serve salads, vegetables, meat, breads, and cocktails; ladle soups and sauces; portion desserts; and fill beverage cups and glasses.
- Take customers' orders and write ordered items on tickets, giving ticket stubs to customers when needed to identify filled orders.
- Wrap menu item such as sandwiches, hot entrees, and desserts for serving or for takeout.
- Arrange reservations for patrons of dining establishments.
- Balance receipts and payments in cash registers.
- Carve meat.
- Order items needed to replenish supplies.
- Prepare bills for food, using cash registers, calculators, or adding machines; and accept payment and make change.
- Replenish foods at serving stations.
- Scrub and polish counters, steam tables, and other equipment, and clean glasses, dishes, and fountain equipment.
- Set up dining areas for meals and clear them following meals.

Required Knowledge:

- **Customer and Personal Service** -- Knowledge of principles and processes for providing customer and personal services. This includes customer needs

assessment, meeting quality standards for services, and evaluation of customer satisfaction.

Required Skills:

- **Service Orientation** -- Actively looking for ways to help people.
- **Active Listening** -- Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.

Abilities Required:

- **Wrist-Finger Speed** -- The ability to make fast, simple, repeated movements of the fingers, hands, and wrists.
- **Oral Comprehension** -- The ability to listen to and understand information and ideas presented through spoken words and sentences.
- **Manual Dexterity** -- The ability to quickly move your hand, your hand together with your arm, or your two hands to grasp, manipulate, or assemble objects.
- **Number Facility** -- The ability to add, subtract, multiply, or divide quickly and correctly.

Job Activities:

- **Performing for or Working Directly with the Public** -- Performing for people or dealing directly with the public. This includes serving customers in restaurants and stores, and receiving clients or guests.
- **Handling and Moving Objects** -- Using hands and arms in handling, installing, positioning, and moving materials, and manipulating things.
- **Communicating with Persons Outside Organization** -- Communicating with people outside the organization, representing the organization to customers, the public, government, and other external sources. This information can be exchanged in person, in writing, or by telephone or email.
- **Performing General Physical Activities** -- Performing physical activities that require considerable use of your arms and legs and moving your whole body, such as climbing, lifting, balancing, walking, stooping, and handling of materials.
- **Communicating with Supervisors, Peers, or Subordinates** -- Providing information to supervisors, co-workers, and subordinates by telephone, in written form, e-mail, or in person.
- **Getting Information** -- Observing, receiving, and otherwise obtaining information from all relevant sources.

I _____ acknowledge that I have read and understood this job description for the position of Counter Attendants, Cafeteria, Food Concession and Coffee Shop.

Employee Name: _____

Date: _____

Supervisor Name: _____

Date: _____