

# Waiter/Waitress Job Description

**Department:** Dining Services

**Reports To:** Hospitality Manager

**FLSA Status:** Non-Exempt

## Summary

The primary purpose of this job position is to be responsible for creating an enjoyable dining experience for residents and their guests in accordance with current applicable federal, state and local standards, guidelines and regulations, with our established policies and procedures, and as may be directed by the Hospitality Manager and/or Director of Dining Services, to assure that quality service is provided at all times.

**Essential Duties and Responsibilities include the following.** Other duties may be assigned.

- Responsible for creating an enjoyable dining experience for residents and their guests.
- Follows established style and order of service while serving in the main dining room and at special functions.
- Performs side jobs. Example: Rolling silverware, cleaning, busing tables.
- Follows all safety and sanitation rules and regulations.
- Possesses the ability to follow instructions, work well with others and maintain a good rapport with residents.
- Responsible for following weekly and monthly dining activities calendar.
- Refers all problems to Hospitality Manager.
- Follows rules concerning personal appearance and work performance.
- Promotes clean, safe, and neat environment for residents, self and staff.
- Demonstrates knowledge of fire safety procedures and assists with evacuation of residents to a safer location in the event of fire or other emergency.
- Maintains confidentiality of residents' personal and medical record information.
- Cooperates with staff of other departments in performing job duties.
- Performs other duties as assigned.
- Dining room setup and catering setup.
- Must display and be a model to others on the EdenHill Spirit hospitality behavior models.

## Competencies

To perform the job successfully, an individual should demonstrate the following competencies:

Quality  
Customer Service  
Oral Communication  
Initiative  
Judgment

Problem Solving  
Safety and Security  
Attendance/Punctuality  
Ethics  
Dependability

Professionalism  
Motivation  
Teamwork  
Quantity  
Planning/Organizing

## Qualifications

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

## Education and/or Experience

High School education preferred.

## Other Skills and Abilities

No experience is required.

## Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Must be a minimum of eighteen (18) years of age; capable of standing and walking for 3-1/2 or 8-hour shift; carrying and balancing a 10-15 pound tray; frequent stooping and bending; lifting, pushing, pulling and moving a minimum of 50-pound

cart; ability to see and hear, or to use prosthetics that will enable these senses to function adequately to assure that position requirements can be fully met; sufficient manual dexterity to operate a fire extinguisher; must have the ability to push a sweeper and wipe the complete surface of a table.

**Personal Requirements**

Ability to read, write, speak and understand English, good communication skills; sound mental and physical health; ability to get along well with others; to demonstrate flexibility and patience; to work as a member of a team; to demonstrate a high level of sensitivity and interest in people, especially older adults.

**Work Environment**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Clean, well-lit, climate controlled, smoke free environment. Subject to physical and emotional stress associated with normal food service environment.