



JOB DESCRIPTION

TITLE: Food Runner/ Expeditor (BOH)

REPORTS TO: Manager on Duty

DEPARTMENT: Food & Beverage

FLSA STATUS: Non-Exempt (Hourly)

JOB SUMMARY:

The Food Runner/Expeditor presents a positive attitude, friendly disposition, and professional manner when performing tasks to support the Front of House and other staff members to ensure that Food and Beverage operations run smoothly at the restaurants.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Assisting with opening and closing duties, such as restocking with garnishes, straws, and napkins, ensuring that FOH staff have clean towels, glassware, etc.
- Keeping the common areas clean by wiping down surfaces, sweeping and mopping, removing soiled glassware, scrubbing coolers and storage areas, and emptying trash receptacles.
- Participate in side-work before, during, and after shifts.
- Learning about menu items and understanding recipes.
- Pre-bus and bus tables for FOH staff.
- Delivering food orders from the kitchen to customers' tables rapidly and accurately – attention to detail is a must.
- Execute food properly by making sure all dishes have condiments and appropriate sides, and proper silverware for the dish.
- Will be trained in how to read tickets and the proper setting of trays.
- Assist GSA in answering phone and taking to-go orders, and how to operate 'Chow Now' POS.
- Acting as the point of contact between Front of the House and Back of the House staff.

The resort environment is unique in that we all share some degree of responsibility for each other and our role to collectively promote the resort in the best light possible. You will work consistently with other departments to create the overall brand image and are expected to be a team player who is willing to assist where appropriate and necessary.

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WMCC, LLC d/b/a OWL'S NEST VINEYARD COURSE**

KNOWLEDGE, SKILLS, AND ABILITIES

- Minimum of one year experience in a related position.
- Demonstrate efficient problem-solving skills.
- Ability to communicate verbally and visually and convey a professional demeanor with guests and coworkers.
- Able to multi-task while still paying attention to detail.
- Organization and attention to detail, positive attitude, commitment to exceptional customer services, and ability to work as part of a team.
- Experience in the resort/hospitality industry helpful.
- Knowledge of menu items, including beers, wines, and liquors.
- Communicating food orders to chefs, paying attention to priorities (e.g. food allergies).
- Basic math and computer skills.
- Observant and thorough, responsible, and punctual.
- Familiarity with a POS system.

LICENSURE / CERTIFICATION REQUIREMENTS

- TEAM Certified (or within 30 days of hire).
- Participate in ongoing education and training.

PHYSICAL REQUIREMENTS AND WORKING CONDITIONS

- Ability to work a flexible schedule, which includes days, evenings, holidays, and weekend assignments.
- Must be able to lift and stack objects up to 75 pounds occasionally and frequently exert 10 to 30 pounds of force to lift, carry, push, and pull or otherwise move objects.
- Walking, sitting, and standing to a significant degree, reaching, handling, climbing stairs, balancing, pushing, kneeling, crouching, twisting/turning, bending at the waist, stooping, talking, hearing, seeing, and smelling.
- Tolerate, at times, extreme temperatures like refrigerators (36F) and kitchens (+100F) for one or more hours.
- Ability to work and handle stress arising from demands in production.
- Talk and hear effectively during times of added noise and stress.
- Exposure at times to inclement weather.

I understand that the job description is not a comprehensive list of my job duties, and it is up to me, along with my Supervisor's guidance, to determine the best and most efficient way to accomplish my job duties and responsibilities. I also understand that should my job duties change significantly, which may occur based on the business needs of Owl's Nest; it is my responsibility to notify the Restaurant Manager so that my job description is updated accordingly. I acknowledge that the job description will be used as the basis for my performance review.

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Signature

Printed Name

Date

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