JOB DESCRIPTION

| **TITLE** | FRONT OF HOUSE STAFF |
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| **Reports To:**  | [INSERT NAME, TITLE]  |

**Job Purpose**

The primary role of a Front of House staff member is to welcome and guide [Organization Name]’s guests or diners.

The Front of House staff member will achieve this by working as part of a lively front-of-the-house team, making sure every customer gets personalized service. This person must be an active listener, have the initiative to get jobs done without being asked, and be able to think fast to solve problems.

This role is vital to [Organization Name]’s image building and to enhancing customer experience.

A front of house staff member must be energetic, motivated, and customer-focused, with a passion for food service.

**Duties and Responsibilities**

Overall Responsibilities:

* Providing superior customer service
* Opening and closing duties
* Cleaning
* Serving food and drinks
* Preparing food
* Operating point of sale system
* Stocking retail refrigerators and merchandise
* Changing out equipment
* Keeping dining room and patio looking their best at all times

**Qualifications**

* Smart Serve Certified
* Experience in handling POS payments
* Experience working as part of a successful team
* Available to work for XX hours per shift

**Working Conditions**

* Overtime may be required

**Direct Reports**

Front of house staff members will report directly to the [INSERT DIRECT SUPERVISOR]