**Dining Room Team Member**

**Westminster Canterbury on Chesapeake Bay**

3100 Shore Drive Virginia Beach, VA 23451

**JOB DESCRIPTION**

The primary purpose of this position is to be responsible for creating an enjoyable dining experience for resident and their guests in accordance with the current federal, state and local standards, guidelines and regulations, with our established policies and procedures, and as may be directed by the Dining Services Supervisor, Retail Services Manager and / or Director of Dining Services to ensure that quality food service is provided at all times. Responsibilities include, but are not limited to, providing quality service at all times. Team members working in this position will be trained and expected to perform as, Wait staff, Busser, Runner, Host/Hostess, and Cashier.

**RESPONSIBILITIES**

* Responsible for creating an enjoyable dining experience for residents and their guests, maintaining a good rapport with residents. Provide upscale proper service to residents and guests in all venues and for special events. Follows established style and order of service in daily assigned position.
* The ability to understand service flows and make recommendations for the seating of residents in the dining room and satisfactorily handling situations as they arise.
* Follows rules concerning personal appearance and work performance, must adhere to uniform policy and standards.
* Completes assigned “before and after” side work tasks, including timely setting and bussing of tables before and during meal service.
* Ability to work well independently given proper direction.
* Possess the ability to cope with difficult situations, confer with Dining Supervisor regarding unusual problems.
* Responsible for proper hot and cold food delivery, including accompaniments and garnishes.
* Ability to understand, review and post menus and signage.
* Ability to use a computer tablet to properly charge for purchased items, performs cash transactions as trained.
* Understands the proper alcohol service and charging processes.
* Keeps entire working area clean and organized, not allowing clutter in the service area during service.
* Properly cleans and sanitizes work area and equipment used,
* General knowledge of and adherence to safety and sanitation rules and practices.
* Stores, dates and labels food and beverage items properly at the close of meal service.
* Documents cooler and freezer temperatures as required.
* Demonstrates knowledge of fire safety procedures and assists with evacuation of venues to safe location in the event of fire or other emergency. Performs all other duties as assigned.

**QUALIFICATIONS**

* Prior food service experience is helpful but not required.
* Must be a minimum of sixteen (16) years of age.
* Ability to read, write, speak and understand English. Ability to use simple math concepts: good communication skills: sound mental and physical health: ability to get along with others, to demonstrate a high level of sensitivity and interest in people, especially older adults.
* Physical Requirements:
	+ Capable of lifting, carrying and balancing a 20-30-pound tray; frequent stooping and bending; lifting, pushing pulling and moving a minimum of 50-pound cart; and maneuvering independently and safely around the work area.
	+ Capable of standing and walking for three to eight-hour shifts.
	+ Ability to see and hear, or to use prosthetics that will enable these senses to function adequately to assure that position requirements can fully be met.
	+ Sufficient manual dexterity to operate a fire extinguisher and to manipulate kitchen equipment, including can opener, and knives.
	+ The ability to wipe the complete surface of a table.