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Job Description: Wait Staff

Non-Exempt: Hourly worker and **Summer Seasonal Worker**

Position Summary:

The Wait Staff provides guests with excellent service as they take orders and serve food and beverages.

Essential Job Functions:

- Take customer menu orders and follow correct serving process.
- Promote and sell other menu items. For example, appetizers, dessert, and after dinner drinks.
- Be familiar with the wine list and be able describe the different wines to the customers.
- Know the menu and be able to describe all items on it.
- Manage complaints and resolve any issues.
- Follow serving etiquette and food handling instructions.
- Complete assigned tasks and preparation.

Other Responsibilities:

- As assigned by the Front of House Manager and the Food and Beverage Director.

ADA Requirements

- Continuously
 - Standing
 - Repetitive use of hands and arms
 - Lifting 10 pounds or less
 - Visual acuity to determine accuracy, neatness and thoroughness of work assigned, and determine safety of workplace surroundings for themselves and guests.
- Frequently
 - Walking
 - Grasping
 - Talking
 - Lifting 11 to 25 pounds
 - Carrying 10 pounds or less
- Occasionally
 - Bending Over
 - Reaching Overhead
 - Pushing or Pulling

- Carrying 11 to 25 pounds
- Environmental Conditions
 - Occasionally works in hot/heat inside.
 - Occasionally around chemicals.
 - Occasionally around sharp objects or tools.
 - Occasionally around wet, slippery floors or surfaces.
 - Continuously working with others.

Qualifications and Education Requirements:

- Previous serving experience required.
- Must be able to operate the MegaTouch and the POS system.
- Must be able to attend Serve Safe Training for food safety information.
- Must be able to work during meal times and early/late hours.

Supervision:

- This is not a supervisory role.
- Reports to the Front of House Manager and Food and Beverage Director.

**Please note that this job description is meant to give a basic understanding of the position and does not cover every part of the job duties and requirements. TRMF reserves the right to change or assign other duties to this position. **