

Job Description: Runner

Runners assist servers, ensuring service runs smoothly.

Job Requirements:

- Professional, articulate, friendly, and punctual.
- Possesses and exhibits the drive to provide exceptional service.
- Full time flexible hours are required (able to work days, nights, weekends, holidays).
- Must be able to stand/walk for 8 hours; bend, push, pull; lift 30 lbs.
- Proficient in computer skills including POS systems, Word and Excel.
- Professional appearance appropriate for a fine dining establishment.

Skills:

- Able to work at a rapid pace while maintaining attention to detail; ability to multi-task
- Must have good communication skills.

Attitude:

- Must exhibit an excellent service attitude and be willing to go out of their way to accommodate the guests and exceed their expectations.
- Must be flexible and able to adjust to meet the changing needs of guests.
- Must maintain a level of professionalism and communicate effectively.
- Must show enthusiasm for the job, the restaurant and the hotel.
- Must be considerate, patient and willing to help out fellow employees.
- Must have a good self-image.
- Must be able to tolerate pressure and work calmly and efficiently during busy times.
- Must handle guest complaints according to policies and procedures.
- Possess the highest work ethics, personal morals and honesty beyond reproach.

Duties:

- Prepares the tables, laying out napkins and utensils, making sure the condiments are refilled, performing all other preparation tasks.
- Staying updated on current menu choices, specialties and menu deviations, knowing if the kitchen staff is running out of any items...etc.
- Maintaining proper dining experience, delivering items, fulfilling customer needs, removing courses, replenishing utensils, refilling glasses. .
- Assisting with special events as needed.
- Greet all guests warmly with an appropriate greeting.
- Adhere to grooming and appearance standards consistently.
- Understands and can communicate products and services available at the hotel.