



Busser & Runner Job Description

Summary: Assist bartenders, servers, and hosts by maintaining area cleanliness and providing necessary support to ensure quick and friendly service to our guests

Job Responsibilities:

- ◆ Passion to deliver the best experience through attentive and friendly service
- ◆ Follows all company safety and sanitation policies and procedures
- ◆ Responsible for bus station cleanliness and stocking of service areas throughout the shift
- ◆ Empties trash and spot sweeps whenever floor needs it or upon manager's request
- ◆ Performs opening and closing responsibilities in a timely and detailed manner
- ◆ Ensures all food is properly garnished and presented prior to running it out to a guest
- ◆ Delivers food to tables and ensures guests have all they need
- ◆ Informs managers of any ticket times exceeding Arancino standards
- ◆ Busses and resets tables with a sense of urgency
- ◆ Offers assistance to guests by clearing away dishes, glassware, and refilling beverages if needed
- ◆ Cleans highchairs and boosters before and after use
- ◆ Assists other team members as needed or when business needs dictate
- ◆ Maintains a favorable working relationship with all other Arancino employees to promote a cooperative and harmonious working relationship which will be conducive to maximum morale, productivity, efficiency and effectiveness.
- ◆ Informs front / host staff of table status to ensure faster turn times and efficiency
- ◆ Holds self to a higher standard, being a role model at all times
- ◆ Greet all guests as they walk through the restaurant

Job Duties:

- ◆ Drives table turn timing by scouting open tables, bussing, and cleaning tables as necessary
- ◆ Answers phones according to company phone etiquette
- ◆ Takes reservations in accordance to company reservation policies

Skills Required

- ◆ Demonstrates knowledge and ability to execute Arancino standards
- ◆ Must be friendly and smile frequently
- ◆ Restaurant experience preferred
- ◆ Must be able to read and communicate in English
- ◆ Calmly respond to dissatisfied guests and calling issues to managers' attention
- ◆ Must be able to verbalize guests' needs to other employees/managers
- ◆ Able to articulate clear greetings, requests for assistance, and farewell to guests.

Physical and Environmental Conditions:

- ◆ Works days, nights, and/or weekends as required.
- ◆ Work in a noisy, fast paced environment with distraction conditions
- ◆ Move about the restaurant and standing for long periods of time
- ◆ Read and write handwritten notes
- ◆ Reach, bend, stoop and wipe frequently
- ◆ Lift and carry up to 30 pounds



The above statements are to describe the general nature and level of work being performed by individuals assigned to this job. They are not intended to be an exhaustive list of all responsibilities, duties, skills required of personnel so classified in this position.