



Job Title: Food Runner/Busser

Location: Civil Cigar Lounge

Reports to: General Manager / Assistant General Manager

Pay type: Hourly

Pay Rate:

Hours: As assigned on weekly schedule

Summary of Position: Provide civil, friendly, and professional service to all guests and team members. Ensure guests have First Class Experience during their dining, drinking, and smoking experience at Civil.

Duties and responsibilities

- Be dressed in a clean, neat, appropriate uniform and clocked in and ready to work at your scheduled time
- Be part of a team. Work together and be attentive to each other's needs before and during the scheduled shift
- Prepare your workstation. Stock your workstation to required par levels
- Make sure your workstation is clean and detailed before starting and at completion of your shift
- Welcome and greet guests warmly and professionally. If you know the guests name, welcome them using their name. If you don't know the guests name respectfully introduce yourself and ask for the guest's name
- Answer questions about cocktails, spirits, wine, beer, food, and cigars
- Maintain clean workstations and service areas at all times
- Monitor and observe guest's experience throughout the duration of their visit to Civil. Ensure guest satisfaction with the food/beverage and service. Respond promptly and courteously to any requests
- Maintain constant communication with chef, you are his eyes in the dining room
- Deliver plates from the kitchen to the dining room and be able to explain all items on the menu.

- Be ready to assist team members as situations arise. Maintain clean service areas.
- Assist Waiter clearing and marking tables