

JOB DESCRIPTION

Job Title: Cashier/Counter Attendant



Reports To

Assistant Manager

Job Summary

Provide friendly, responsive service to create an exceptional dining experience for all guests by taking orders, making recommendations when appropriate, processing payments, and serving food or beverages to customers at the counter or table. Also perform other duties in the areas of food and final order preparation including preparing beverages and arranging food items.

Activities & Responsibilities

Primary

- Promote, work, and act in a manner consistent with the mission of **[INSERT RESTAURANT NAME]: [INSERT RESTAURANT MISSION STATEMENT]**
- Serve food, beverages, or desserts to customers.
- Prepare bills for food and accept payment or make change.
- Cook food or prepare food items, such as sandwiches, salads, and ice cream dishes, according to standard portion sizes and recipe specifications or following directions.
- Perform cleaning duties such as sweeping, mopping, and washing dishes, to keep equipment and facilities sanitary.
- Balance receipts and payments in cash registers.
- Wrap menu item such as sandwiches, hot entrees, and desserts for serving or for takeout.
- Scrub and polish counters, steam tables, and other equipment, and clean glasses, dishes, and fountain equipment.
- Replenish foods at serving stations.
- Brew coffee and tea, and fill containers with requested beverages.
- Attend all scheduled employee meetings and offers suggestions for improvement.
- Coordinate with and assist fellow employees to meet guests' needs and support the operation of the restaurant.
- Fill-in for fellow employees where needed to ensure guest service standards and efficient operations.

Supplemental

- Take guests' orders and write ordered items on tickets, giving ticket stubs to customers when needed to identify filled orders.
- Order items needed to replenish supplies.
- Serve salads, vegetables, meat, breads, and cocktails, ladle soups and sauces, portion desserts, and fill beverage cups and glasses.
- Set up dining areas for meals and clear them following meals.
- Carve meat.
- Deliver orders to kitchens and pick up and serve food when it is ready.
- Add relishes and garnishes to food orders, according to instructions.
- Arrange reservations for patrons of dining establishments.

Tools & Technology (examples in parentheses)

- Cappuccino makers
- Carbonated beverage dispenser
- Cash registers
- Commercial use:
 - blenders, mixers
 - coffee grinders
 - coffee or iced tea makers
 - cutlery
 - dishwashers
 - food slicers
 - food warmers, grills, heat lamps, microwave ovens, ranges
 - scales
- Credit card processing machines
- Domestic kitchen or food thermometers
- Espresso machines
- Ice dispensers
- Ice-making machines
- Intercom systems
- Laser printers
- Milkshake machines
- Non-carbonated beverage dispenser
- Personal computers
- Pocket calculator
- Point-of-sale terminals and workstations
- Point-of-sale software (Compris Advanced Manager's Workstation; Compris; Hospitality Control Solutions Aloha Point-of-Sale; ICVERIFY; Intuit QuickBooks Point of Sale; MICROS Systems HSI Profits Series; NCR Advanced Checkout Solution; NCR NeighborhoodPOS; The General Store; ClubSoft Food & Beverage Point of Sale; DataTeam Lunch Express; Dinerware Intuitive Restaurant; Food Service Solutions POSitive ID System; Restaurant Manager)
- Soft serve machines
- Touch screen monitors
- Data base user interface and query software