



THE SPRINGS

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## JOB DESCRIPTION

**POSITION TITLE:** Busser

**REPORTS TO:** Food & Beverage Manager, Assistant Food & Beverage Manager, Dining Room Manager

**FLSA CLASSIFICATION:** Non-Exempt

### POSITION OVERVIEW

Employee works as a Busser/Server Assistant for the Club's a la carte dining and banquets and interacts with our members and guests to ensure they have an exceptional dining experience. Employee will provide friendly, responsive food and beverage service and ensure that all support and service is conducted and fulfilled in a way that is consistent with The Springs goals, standards, and procedures.

### ESSENTIAL DUTIES AND RESPONSIBILITIES

- Performs opening duties and ensures station is stocked and clean for service
  - China
  - Coffee, Tea, Sugar, Lemons, Cream
  - Ice, Glasses
  - Silverware, Napkins, etc.
- Reports to the Dining Room Manager to receive instructions about set-up and any exceptions or explanations for the day
- Move furniture as required on shift-by-shift basis
- Sets or checks all tables/chairs in assigned section so that they are complete, clean, and straight
- Prepares others preparation tasks as requested
- Resets tables correctly, completely, and efficiently
- Assists other team members as needed to ensure guest satisfaction
- Ensures that soiled dishes, glasses, and silverware are removed promptly when member/guest is finished and taken to the kitchen
- Assists servers in giving service to members and their guests
- Responsible for water, coffee, and iced tea service
- Performs side work at the start and end of each shift as required by station assignment
- Performs cleaning duties such as tidying up server stations
- Ensures that all areas seen by members and guests are kept clean (tables, busser station, etc.)
- Alerts the Manager about any complaints or other problems
- Attends daily pre-shift meetings; always be on time
- Abides by all club safety and security policies and procedures; reports all unsafe work conditions and all accidents no matter how minor to management
- Follows all rules and regulations established in The Springs Employee Handbook
- Performs other duties as assigned by supervisors; always check out with supervisor before leaving

- Adheres to and delivers The Springs standards and sequence of service; promotes and exemplifies The Springs values
- Follows all rules and regulations established in The Springs Employee Handbook

## **REQUIREMENTS**

- Strong interpersonal and customer service skills
- Ability to multi-task, prioritize, and serve members in an efficient and timely manner
- Ability to effectively present information and respond to questions from co-workers, members, guests, and the general public
- Must be able to speak and understand English to clearly communicate with members and guests
- Ability to effectively write to communicate
- Cheerful, friendly, and accommodating demeanor
- Able to work a flexible schedule including nights, weekends, and holidays

## **EDUCATION AND EXPERIENCE**

- High School Diploma or equivalent preferred
- One-year bussing experience in a fine dining restaurant
- Previous Country Club experience a plus
- Must speak English fluently
- Current Riverside County Food Handler's Card

## **PHYSICAL DEMANDS**

- Must be able to move, lift, carry, push, pull, and place objects up to 30 lbs., 1-33% of the time
- Ability to bend, kneel, squat, or reach for intermittent periods, 33-67% of the time
- Ability to climb and lift for intermittent periods, 1-33% of the time
- Repetitive movement of arm at shoulder for intermittent periods, 33-67% of the time
- Repetitive movement of both hands for intermittent periods, 33-67% of the time
- Pushing/pulling up to 10 lbs., 33-67% of the time
- Ability to twist neck and/or body for intermittent periods, 33-67% of the time
- Ability to stand or walk for extended period of time, 67-100% of the time
- Frequently required to talk and hear, 67-100% of the time
- Requires climbing up step stools/ladders
- Requires working in both inside and outside environmental conditions
- Occasional exposure to chemical products

The intent of this position description is to provide a representative summary of the major duties and responsibilities performed by incumbents of this job. Incumbents may be requested to perform job-related tasks other than those specifically presented in this description.

## **Equal Opportunity Employer**

In order to provide equal employment and advancement opportunities to all individuals, employment decisions at The Springs will be based on merit, qualifications, and abilities. The Springs does not discriminate in employment opportunities or practices on the basis of race, color, religion, sex, national origin, age, disability, or any other characteristic protected by law. The Springs will make reasonable accommodations for qualified individuals with known disabilities unless doing so would result in an undue hardship. This policy governs all aspects of employment, including selection, job assignment, compensation, discipline, termination, and access to benefits and training.