



Food Runner

Classification: Hourly

Salary Grade: Non-exempt

Reports to: Service Director, Dining Room Manager, Assistant Dining Room Manager

Job Description: Continuously upholds The Reserve at Lake Keowee's mission, values, and service expectations in everyday work performance. Processes guest's orders and ensures that all items are prepared properly and in a timely manner. Set up, execute and breakdown banquets. The Food Runner provides support to Restaurant Server in all aspects of service by; transportation of food trays to dining room; assisting with service of beverages, cleaning of all public areas. Stocking all service areas and maintaining adequate supplies during meal period, cleaning and presetting all tables.

Essential Job Functions:

- Communicates with the host/hostess, kitchen staff, expo, and bartender and to entire station to ensure guest satisfaction with the food and service.
- Serves courses from kitchen and service areas promptly, garnishes items with proper presentation prior to serving.
- Set up, execute and /or breakdown banquet events
- Complete all opening, closing, daily, and weekly checklists.
- Work as a team for all banquets/buffets.
- Assist server as needed with food delivery, especially with large parties and during peak periods
- Set and clear tables
- Stock all service stations and assists food servers with table service
- Clear dirty table settings and prepare table for resetting
- Reset all service ware as prescribed
- Maintain stock and cleanliness of stations
- Transport all dirty tableware to dishwashing area for proper cleaning
- Between settings promptly clean table tops, chairs and booths
- Check floor and clean as required. Reset and arrange tabletop
- Respond appropriately to guest requests, communicating requests to server as needed
- Communicate with server/hostess to assure efficient seating, table utilization and customer service
- Follow all company and safety and security policies and procedures; report accidents, injuries, and unsafe work conditions to manager; and complete safety training and certifications

Competencies:

- Reading, writing, arithmetic, and mathematics, speaking and listening.
- Thinking creatively, making decisions, solving problems, knowing how to learn, and knowing how to reason.
- Individual responsibility, self-management, integrity, time management, and sense of urgency.
- Working in teams, teaching others, serving customers, and working well with people from culturally diverse backgrounds.
- Acquiring and evaluating data, interpreting and communicating, and using computers to process information.
- Understanding social, organizational, and technological systems
- Ability to follow oral and written directions
- Complete 90 day grace period with good attendance and no write ups
- Completion of Shadowing/Training
- Must obtain specific knowledge of Jonas
- Maintain clean & proper uniform
- Adhere to all rules and regulations
- Must have a general knowledge of regular members
- Must pass all regular testing on Food & Beverages
- Must know all table numbers and seat numbers

Supervisory Responsibility: Food Runner has no supervisory responsibility

Work Environment: While working the duties of this job the employee is occasionally exposed to outdoor weather conditions. The work environment is friendly and professional and can be busy, fast-paced and energetic. Work environment is exposed to cleaning chemicals and solutions on a daily basis.

Physical Demands: Must be able to stand and exert fast-paced mobility for periods of up to 6 hours in length. Must have good sense of balance, be able to bend, kneel and have ability to frequently maneuver trays weighing up to 50 pounds. Food Runner must have the ability to lift furniture, and banquet equipment. Must be able to walk and have full range of mobility.

Travel: No travel is expected for this position

Required Education and Experience: No prior experience is required

Additional Eligibility Qualifications: Must have dependable transportation. Food Runner must be at least 16 years of age.

Work Authorization/Security Clearance (If applicable): Background check and drug screening required

Other Duties: Assist Kitchen staff with prep. Work banquets when necessary.

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties, or responsibilities that are required of the employee for this job. Duties, responsibilities, and activities may change at any time with or without notice.

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