



Waitstaff

Position Description

Job Title: Waitstaff
Department: Culinary Services
Reports To: Hospitality Manager
Employment Standards Status: Hourly

Purpose!SM

You have a complete understanding of just how important dining is to our residents – often the highlight of their day – and you strive to make them feel there’s no better place to be. You develop creative ways to make mealtimes unique and memorable, and you know what residents like because you ask and you listen. You ensure residents’ tastes are indulged and their suggestions implemented. You accept the challenge of delighting a variety of discriminating palates, and you recognize the role of fine dining in surprising visitors and driving sales.

Job Summary

Responsible for setting and clearing tables, taking residents’ food and beverage orders and serving residents in a timely and professional manner.

Principle Duties and Responsibilities:

The following essential functions are the fundamental job duties of the position to be completed with or without appropriate reasonable accommodation.

- Provide a high level of customer service and promote a restaurant style dining atmosphere.
- Work closely with the Executive Chef and/or Hospitality Manager to keep residents satisfied with food and dining programs.
- Set tables in accordance to Atria standards.
- Serve residents and guests beverages as requested.
- Review daily menu with residents.
- Take and deliver accurate meal orders to residents and guests.
- Remove used or soiled plates, utensils, glasses, linen from the dining room as needed.
- Adhere to standard food safety practices.
- Assist with preparation and execution of special events, banquets, and theme meals.
- When applicable acquaint new residents with menus, seating, and dining options and hours.
- Clean and sanitize carpets, tables, chairs, condiment containers, and equipment used in the dining room.
- Communicate resident likes and dislikes to Executive Chef and/or Hospitality

Manager for menu planning purposes and resident satisfaction.

- Create a strong sense of team work and cooperation among all staff.
- Attend Pre-Meal stand up held for all dining and kitchen staff.
- May perform other duties as assigned.

Minimum Qualifications

- Basic reading, writing, and mathematical skills.
- Communicate effectively in English with employees and residents.
- Strong organization and time management skills.

Required Behavior

- Able to build positive and strong relationships with employees, coworkers and residents.
- Focused and dedicated to provide excellent customer service.
- Able to handle multiple jobs and priorities.
- Must abide by company uniform policy.
- Must demonstrate high standards of ethics and personal accountability.
- Able to resolve problems of dissatisfied customers and/or employees.

Physical Demands

In terms of an 8 hour workday (check daily requirement for each activity):

A. Sit	Number of Hours	1 <input checked="" type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	6 <input type="checkbox"/>	7 <input type="checkbox"/>	8 <input type="checkbox"/>
B. Stand	Number of Hours	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input checked="" type="checkbox"/>	5 <input type="checkbox"/>	6 <input type="checkbox"/>	7 <input type="checkbox"/>	8 <input type="checkbox"/>
C. Walk	Number of Hours	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input checked="" type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	6 <input type="checkbox"/>	7 <input type="checkbox"/>	8 <input type="checkbox"/>
D. Drive	Number of Hours	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	6 <input type="checkbox"/>	7 <input type="checkbox"/>	8 <input type="checkbox"/>

In terms of an 8 hour workday (select the category that applies to each activity):

On the job employees must:	Not at all	Occasionally (1/4 - 2.5 hrs)	Frequently (2.5 - 5.5 hrs)	Continuously (5.5 - 8 hrs)
Bend/Stoop	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Climb	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Reach above Shoulder Level	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Kneel	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Balance	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Push/Pull	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Squat	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Crawl	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Crouch	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Lift	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Carry	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Maximum weight requirement for lifting and carrying: 25 pounds

Last Updated: 9/10/2014

Approved By: SVP Culinary Services

Work Environment:

Amount of Time	None	Under 1/3	1/3 to 2/3	Over 2/3
Wet or humid conditions (non-weather)	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Work near moving mechanical parts	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Work in high, precarious places	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Fumes or airborne particles	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Toxic or caustic chemicals	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Outdoor weather conditions	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Extreme cold (non-weather)	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Extreme heat (non-weather)	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Risk of electrical shock	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Work with explosives	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Risk of radiation	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Vibration	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

This job description is intended as a summary of the primary responsibilities of and qualifications for this position. The job description is not intended as inclusive of all duties an individual in this position might be asked to perform or of all qualifications that may be required either now or in the future.

Atria Retirement Canada reserves the right to revise the duties set forth in this job description at its discretion. By signing below, I acknowledge that I have received this job description. My signature further acknowledges that I have reviewed this job description and understand that I have the individual and joint responsibility to fulfill all of the essential duties listed on a consistent and ongoing basis.

I have read and reviewed this job description and agree to abide by it during my employment.

Employee Signature

Date

Supervisor Signature

Date