

DINING ROOM SERVICE CAPTAIN

Function of Job:

Under direct supervision of designated supervisor, to be responsible for supervising waitstaff and providing quality food and beverage service in all assigned restaurant areas and meeting rooms.

Characteristic Duties and Responsibilities:

1. Be responsible for assigned dining room operations including: providing table/buffet set-up; stocking service stands; minor food warming/preparation; order taking and delivery of food/beverages to patrons; clearing and re-setting tables; check/bill preparation and settlement.
2. Be responsible for supervision of assigned waitstaff and training new hires in service standards, menu items, MICROS point of sale system, and upselling.
3. Be responsible for specific conference and banquet functions as assigned.
4. Cater to specific requests/needs of clients/guests in accordance with established procedures, acting as liaison between customer/kitchen staff.
5. Be responsible for ensuring accurate/timely input of sales/labor and billing data to MICROS system and credit card processor.
6. Maintain cleanliness/sanitation of service and kitchen work areas, related wares and equipment, assisting with inventory as required.
7. Be responsible for developing, updating and maintaining service sections of operating manuals.
8. May perform host/hostess function if needed.
9. Perform other related duties as assigned.

Minimum Acceptable Qualifications:

1. High school graduation and at least one years experience as waitstaff member.
2. Knowledge of setting tables and dining service procedures.

Additional Desirable Qualifications:

1. Previous experience with MICROS point of sale system.

12/4/91
System Approval

12/4/91
Effective Date

This document is a generic classification specification of the University System of New Hampshire. Its purpose is to describe the representative responsibilities and general level of complexity, and it is not a substitute for the specific job description of the individual position.