

# JOB DESCRIPTION

Job Title: Lead Server



## Reports To

*Assistant Manager*

## Job Summary

Lead Server in overseeing, directing, and coordinating the organization of restaurant staff necessary to achieve stated objectives in sales, guest service and satisfaction, food quality, cleanliness and sanitation.

## Activities & Responsibilities

### Primary

- Promote, work, and act in a manner consistent with the mission of **EL MONO**: *To change lives one palate at a time by making available Prime Peruvian Cuisine to all types of patrons wanting to embark on an unforgettable culinary adventure.*
- Assist General Manager by ensuring that all restaurant policies, procedures, standards, specifications, guidelines, and training programs are followed and completed on a timely basis.
- Ensure that all guests feel welcome and are given responsive, friendly and courteous service at all times.
- Assist Restaurant Manager by ensuring that all food and products are consistently prepared and served according to the restaurant's recipes, portioning, cooking and serving standards.
- Control cash and other receipts by adhering to cash handling and reconciliation procedures in accordance with restaurant policies and procedures.
- Assist Restaurant Manager by achieving company objectives in sales, service, quality, appearance of facility and sanitation and cleanliness through training of employees and creating a positive, productive working environment.
- Perform various financial activities, such as cash handling, deposit preparation, and payroll.
- Supervise and participate in kitchen and dining area cleaning activities.
- Investigate and resolve complaints regarding food quality, service, or accommodations.
- Assist Restaurant Manager by ensuring that all products are received in correct unit count and condition and deliveries are performed in accordance with the restaurant's receiving policies and procedures.
- Control inventories of food, equipment, small ware, and liquor, and report shortages.
- Assist Restaurant Manager by purchase or requisition supplies and equipment needed to ensure quality and timely delivery of services as needed.
- Prepare all required paperwork, including forms, reports, time edits and schedules in an organized and timely manner.
- Assist Restaurant Manager by enforcing standard working procedures and policies to ensure quality standards and service, and report directly to Restaurant Manager regarding any disciplinary actions needed.
- Assist Restaurant Manager by inspecting supplies, equipment, and work areas to ensure efficient service and conformance to standards.
- Fully understand and comply with all federal, state, county and municipal regulations that pertain to health, safety and labor requirements of the restaurant, employees and guests.
- Assign duties, responsibilities, and work stations to employees in accordance with work requirements.
- Assist Restaurant Manager by analyzing operational problems, such as theft and wastage, and establish procedures to alleviate these problems.
- Be knowledgeable of restaurant policies regarding personnel.

## Activities & Responsibilities

- Continually strive to develop staff in all area of professional development.
- Recommend measures for improving work procedures and worker performance to increase service quality and enhance job safety.
- Perform some food preparation or service tasks, such as cooking, clearing tables, and serving food and drinks when necessary.
- Assist Restaurant Manager by ensuring that all equipment is kept clean and kept in excellent working condition through personal inspection and by following the restaurant's preventative maintenance programs.
- Attend all scheduled employee meetings.
- 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.

## Tools & Technology (examples in parentheses)

- Cash registers
- Laser printers
- Notebook computers
- Personal computers
- Point-of-sale terminals and workstations
- Reservations Software (SEATME)
- Electronic mail software
- Office suite software (Microsoft Office)
- Point-of-sale software (Breadcrumb)
- Presentation software (Microsoft PowerPoint)
- Spreadsheet software (Microsoft Excel)
- Word processing software (Microsoft Word)

## Minimum Qualifications

- Three or more years of front-of-the-house operations and/or experience as an assistant manager in the service or food and beverage industry
- Able to understand and speak using the predominant language(s) of guests
- Excellent basic mathematical skills
- Able to handle money and operate a point-of-sale system
- Able to work in a standing position for long periods of time (up to 5 hours)
- Able to reach, bend, stoop and frequently lift up to 50 pounds
- Stamina and availability to work 50 to 60 hours per week