

JOB DESCRIPTION

Job Title: Runner

EL MONO
FRESH FLAVORS OF PERU

Reports To

Assistant Manager

Job Summary

EL MONO's food runners need to multi-task, take direction and adapt to changing needs. Food runners will be working with the servers to help deliver food to customers. They will be working with the kitchen to ensure plates in the window match ticket orders before they go to the table. In addition, a food runner's professionalism and expertise will affect the flow of business which impacts the kitchen, the sales we achieve, and our customers' overall dining experience.

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 cooks in the preparation of EL MONO menu items
- Deliver food to tables
- Check food for accuracy and presentation
- Replenish food and beverages
- Inform Server of any additional orders when required
- Bus and clear tables
- Clean tables and work areas
- Assist in food preparation as directed by Kitchen Management
- Transport trays of soiled dishes
- Package delivery orders
- Maintain communication between front and kitchen
- Monitor and observe guests dining experience to ensure guests are satisfied with the food and service, and respond promptly and courteously to correct any problems.
- Prepare checks that itemize and total meal costs and sales taxes.
- Serve food or beverages to guests, and prepare or serve specialty dishes at tables as required.
- Support service staff by presenting menus to guests and answer questions about menu items, beverages, and other restaurant functions and services if requested to do so.
- Support service staff by informing guests of menu changes and daily specials, and make recommendations you genuinely feel your guests will enjoy if requested to do so..
- Clean tables or counters after guests have finished dining.
- Assist Bar Attendant/Bartender, when necessary by preparing hot, cold, and mixed drinks for guests, and chill bottles of wine.
- Roll silverware, set up food stations or set up dining areas to prepare for the next shift or for large parties.
- Prepare tables for meals, including setting up items such as linens, silverware, and glassware.
- Assist Busser, when necessary, by remove dishes and glasses from tables or counters, and take them to kitchen for cleaning.
- Perform cleaning duties, such as sweeping and mopping floors, tidying up server station, taking out trash, or checking and cleaning bathroom.

Activities & Responsibilities

- Support service staff by bringing wine selections to tables with appropriate glasses, and pour the wines for guests if requested to do so.
- Escort guests to their tables.
- Spot Check that dishes have required Garnish and decorate preparation.
- Fill all products at runner station such as condiment, sauces, silverware and containers.
- Thank guests for their visit and invite them to return.
- Attend all scheduled employee meetings and offers suggestions for improvement.
- 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)

- Bar code reader equipment
- Cash registers
- Calendar and scheduling software (*SEATME*; Reservation Management)
- Credit card processing machines
- Point-of-sale receipt printers
- Point-of-sale terminals and workstations
- Touch screen monitors
- Point-of-sale software (Breadcrumb)

Minimum Qualifications

- Basic knowledge of dining room and service procedures and functions
- Basic mathematical skills
- Exceptional special queuing.
- Able to understand and speak using the predominant language(s) of guests
- 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 safely lift and easily maneuver trays of food and containers weighing up to 25 pounds