



EXPEDITOR/FOOD RUNNER JOB DESCRIPTION

Department: Front of House Operations

Reports to: Job Group Manager, General Manager, or Manager on Duty

Typical Work Week: 30 – 40 hours

Position Summary

As a hospitality company, the number one responsibility of every employee, regardless of position, is to provide excellent customer service and to create a warm, inviting, and hospitable environment for our guests and each other. The expeditor's primary responsibility is to ensure menu items are prepared to guest's order specifications and finalizes plate presentation. The expeditor directs the food runners and service staff to deliver completed orders. The expeditor is the food voice for the front of house.

Essential Duties and Responsibilities

The essential functions include, but are not limited to the following:

- As a hospitality company, the number one responsibility of every employee, regardless of position, is to provide excellent customer service and to create a warm, inviting, and hospitable environment for our guests and each other.
- Ensure menu items are prepared to guest's order specifications.
- Finalizes plate presentation.
- Displays depth of menu knowledge.
- Aware of items out of stock, back in stock, and limited quantities.
- Stocks POS supplies, expeditor supplies, to go supplies, silverware and plateware.
- Performs cleaning side work as assigned.
- Supports waiters and kitchen staff in other duties as required.
- Take care of the needs of all guests at all times.

Minimum Qualifications (Education, Experience, Skills)

- Physical ability to carry plateware.
- The physical ability to balance heavy items.
- Previous restaurant experience highly preferred.
- High energy and stamina required.
- The ability to stay calm and work efficiently under pressure.
- The ability to prioritize job duties and manage time effectively.
- Verbal communication skills required.
- Willingness to work at all times.
- The ability to read menus, safety documents, etc.



Physical Demands and Work Environment

The work the expeditor does is physically and mentally demanding. They are on their feet much of the time. Expeditors must work well under pressure and exercise tact and patience when dealing with Back of House and service staff.

The description of the physical demands and the work environment characteristics here represent those that must be met by an employee to successfully perform and those an employee encounters while performing the essential functions of this position. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to talk or hear. The employee frequently is required to stand and walk with heavy items (up to 50 pounds). The employee is occasionally required to use hands to finger, handle, or feel; reach with hands and arms; climb or balance; and stoop, kneel, crouch, or crawl. Specific sensory abilities required by this job include sight, taste, smell, and hearing.

While performing the duties of this job, the employee is occasionally exposed to raw meat, moving mechanical parts, airborne particles, hazardous materials, and risk of electrical shock. The noise level in the work environment is moderate to loud.

Note:

This job description in no way states or implies that these are the only duties to be performed by the employee(s) incumbent in this position. Employees will be required to follow any other job-related instructions and to perform any other job-related duties requested by any person authorized to give instructions or assignments.

All duties and responsibilities are essential functions and requirements and are subject to possible modification to reasonably accommodate individuals with disabilities. To perform this job successfully, the incumbents will possess the skills aptitudes and abilities to perform each duty proficiently. Some requirements may exclude individuals who pose a direct threat or significant risk to the health or safety of themselves or others. The requirements listed in this document are the minimum levels of knowledge, skills or abilities.

This document does not create an employment contract, implied or otherwise, other than an "at will" relationship.

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