TBB Holdings, Inc.

Job Title: Team Member - Front of House

Employment Type: Part-Time
FLSA Status: Non-exempt
Department:

Job Summary

The Front of House Team Member greets guests, takes orders, serves food and drinks, and ensures a clean, welcoming environment. They deliver excellent customer service and support daily operations with a positive, team-oriented attitude.

Essential Duties

- Accept payment from customers, and make change as necessary.
- Request and record customer orders, and compute bills using cash registers, multicounting machines, or pencil and paper.
- Serve customers in eating places that specialize in fast service and inexpensive carry-out food.
- Prepare and serve cold drinks, or frozen milk drinks or desserts, using drink-dispensing, milkshake, or frozen custard machines.
- Select food items from serving or storage areas and place them in dishes, on serving trays, or in takeout bags.
- Notify kitchen personnel of shortages or special orders.
- Cook or re-heat food items such as french fries.
- Wash dishes, glassware, and silverware after meals.

Secondary Duties

- Distribute food to servers.
- Serve food and beverages to guests at banquets or other social functions.
- Provide caterers with assistance in food preparation or service.
- Pack food, dishes, utensils, tablecloths, and accessories for transportation from catering or food preparation establishments to locations designated by customers.

Supervisory Responsibilities

This job has no supervisory responsibilities.

Education

This position requires some high school education.

Behavioral Characteristics

- Training and Teaching Others -- Identifying the educational needs of others, developing formal educational or training programs or classes, and teaching or instructing others.
- Establishing and Maintaining Interpersonal Relationships -- Developing constructive and cooperative working relationships with others, and maintaining them over time.
- Resolving Conflicts and Negotiating with Others -- Handling complaints, settling disputes, and resolving grievances and conflicts, or otherwise negotiating with others.
- Cooperation -- Job requires being pleasant with others on the job and displaying a good-natured, cooperative attitude.
- Self Control -- Job requires maintaining composure, keeping emotions in check, controlling anger, and avoiding aggressive behavior, even in very difficult situations.

Language Skills

- Oral Comprehension -- The ability to listen to and understand information and ideas presented through spoken words and sentences.
- Communicating with Supervisors, Peers, or Subordinates -- Providing information to supervisors, co-workers, and subordinates by telephone, in written form, e-mail, or in person.

Reasoning Ability

- Getting Information -- Observing, receiving, and otherwise obtaining information from all relevant sources.
- Identifying Objects, Actions, and Events -- Identifying information by categorizing, estimating, recognizing differences or similarities, and detecting changes in circumstances or events.
- Making Decisions and Solving Problems -- Analyzing information and evaluating results to choose the best solution and solve problems.