



Busser Functions & Responsibilities

Welcome! You are now part of a TEAM dedicated to providing the very finest in dining and courteous service to every guest who walks through the doors. Hospitality is our keynote and "You Can Make A Difference" is our key phrase: both are essential to our continued success.

As a busser, you are successful by being a team player and . . .

GENERAL JOB GUIDELINES AND RESPONSIBILITIES

- Ensuring the cleanliness of the Restaurant, inside and out.
- Ensuring the cleanliness of the restrooms, on a consistent basis.
- Assisting with the cleanliness of customer service areas: i.e., tables, chairs and booths, and the floor.
- Assisting the host with seating rotations by rapidly cleaning tables, chairs, booths, floors; and, by notifying the host of available seating.
- Assisting sales staff with specific needs for the table: i.e., clearing plates, bringing fresh silverware, refilling coffee, tea, water, and sanitize table.
- Assisting bartenders with needs for the bar: i.e., glassware, bus tubs, juices, ice, etc.
- Assisting the kitchen by bringing dirty plate-ware, silverware, and glassware to the kitchen, and restocking the service stations with clean plate-ware, silverware, and glassware.
- Stocking service stations with food service items: i.e., coffee, cream, cut lemons, soup spoons, iced tea spoons, etc.
- You are a total team player that provides services that link all employee departments together, while having customer contact, ensuring 100% guest satisfaction.

As a Famous Toastery Busser, you are responsible for:

- Bussing and setting tables, continually sweeping floors.
- Restocking bus stations.
- Maintaining cleanliness of the entire Restaurant, inside and out.
- Assisting other departments (door, service staff, etc.) when necessary.

Your efficiency and speed contribute to customer turnover, which is a vital aspect of our high volume Restaurant.

In your interactions with customers, you are expected to uphold our standards of excellent service and hospitality.

RESPONSIBILITIES

- Keep server prep area clean.
- Continually sweep server prep area floor.
- Assist in checking restrooms (every 30 minutes).
- Assist in maintaining general cleanliness of the entire Restaurant.
- Keep all stations fully stocked with tumblers, glasses, coffee mugs, silverware, assorted spoons, lemons, etc.
- Bring back all dishes, glassware, silverware, etc.
- Continually sweep Restaurant and bar floor.
- Opening, running, and closing sidework as outlined in your store's sidework charts

QUALITIES OF A GOOD BUSSER

Efficiency And Speed	A good busser must be able to perform his or her job duties thoroughly, in order to support the service staff and hosts; and, must be fast to keep up with our volume of business.
Customer Consciousness	The customer is the most important person at Famous Toastery. Even though direct customer involvement is not part of your job description, you should be alert to customer's needs. This may involve giving directions to the restrooms, finding a server or Manager to help a party, and many other small services. The most important thing is to care about our customers and recognize their needs.
Attention To Cleanliness And Sanitation	Much of a busser's job is involved with maintaining standards of cleanliness in the store. A good busser must be aware of our standards and must be able to work quickly and maintain them.