**FOH Guest Service**

***Job Description:*** The ideal team member is dedicated to their fellow team members and to the guests we serve. We believe that each and every guest experience is important and that each one of our jobs is a piece of providing our guests with a positive experience. Our team members must be able to work in a fast-paced environment, have a knack for problem solving and most importantly be committed to having the highest quality standards.

***Essential Duties & Responsibilities***

• Greeting customers with a smile and happy demeanor; engage with and understand our customers, including identifying and responding to customer needs through clear and pleasant communication

 •Maintain complete knowledge of baked goods and the menu

• Taking orders from guest and packing all retail items and bread orders carefully and efficiently

• Running food and drinks to customers in a timely fashion

• Notifying a direct supervisor if a customer has a complaint

• Constant restocking your station (paper goods, baked goods, milks, bottles drinks, condiment station, etc.)

•Rolling silverware

• Inform management of any foreseeable shortages before items run out.

• Bussing dirty tables and wiping clean with a CLEAN and WET SANI towel

• Sweep floors

• Remove trash from dining room during and after service

• Maintain a clean and sanitary work environment.

• Maintain clean restrooms, check every half hour

• Assist with putting away deliveries

• Assist in maintaining parking lot and patio

• Keep doors and windows clean and free of handprints

• Rotating stock using the FIFO method

• Maintain good attendance and punctuality

• A food handler’s and TABC card where required by local and state health code regulations

• Available to work flexible hours that may include mornings, evenings, weekends, nights and/or holidays

• Meet store operating policies and standards, including providing quality beverages and food products, cash handling and store safety and security

• Prepare and package food and beverages to our high-quality standard recipes including recipe changes such as temperature, quantity of ingredients or substituted ingredients

• Available to perform many different tasks within the store during each shift

There may be additional duties, responsibilities and qualifications for this job.

***Required Knowledge, Skills and Abilities***

• Ability to learn quickly

• Ability to understand and carry out oral and written instructions and request clarification when needed

• Strong interpersonal skills

• Ability to work as part of a team

• Ability to build and maintain relationships

• Ability to lift up to 50 lbs.

Common Bond is an equal opportunity employer of all qualified individuals. We are committed to creating a diverse and inclusive workplace that all qualified candidates. We believe that enables us to retain the top talent while serving our customers.

**Reports to:** Supervisor

**FLSA Status**: Hourly/ Non-exempt

**Tips Eligible**

***Name (Printed)\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_***

***Signature\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_***