



POSITION: Busser

REPORTS TO: Host, Assistant FOH Manager, FOH Manager

OUR MISSION....TO DELIGHT EVERY GUEST WITH REMARKABLE DINING & HOSPITALITY EXPERIENCES THAT KEEP THEM RETURNING

CORE VALUES:

We expect you to foster a work environment that embodies our Core Values

AUTHENTICITY – RESPECT - ENTHUSIASM

POSITION SUMMARY:

Your responsibility as busser is to assist servers in delighting guests with service that exceeds their expectations. Being aware and being a positive team player is vitally important to the success of your job. In your interactions with customers, you are expected to uphold our standards of excellent service and hospitality.

DUTIES AND RESPONSIBILITIES

Your specific responsibilities are table maintenance and include clearing & resetting tables, delivering water, refilling water, iced tea and coffee, wiping the tables as needed throughout their dining experience.

Your efficiency and speed contribute to customer turnover, which is a vital aspect of our high volume Restaurant. Your priority as a busser is assisting the host with seating rotations by rapidly cleaning tables, chairs, & floors. The whole restaurant relies on you, so you need to kick it into higher gear.

Walk fast, and keep your eyes open scanning for things to do in the dining areas.

BE PREPARED. Have everything you need for the shift stocked at the beginning of your shift and throughout your shift. **KEEP BUSY.** There is always something to do in the restaurant, whether it is stocking, polishing silverware or glasses. Keep looking for things to do when it is slow, pay attention to detail.

Assist with the cleanliness of customer service areas: i.e., tables, chairs, and floor. & windows.

Check high chairs and boosters for cleanliness at the beginning & throughout your shift as they are used.

Be conscientious & aware of what needs to be done first. When it is busy, bussing tables is your first priority. Your **SECOND** priority is getting water to new tables (at night only). Other duties on the floor include clearing plates during the meal, refilling water, coffee & ice tea, helping servers set up and/or serve drink orders. Know your server sections so that you know who has which tables.

Assist staff with specific needs for the table: i.e., clearing plates, bringing fresh silverware, refilling coffee, tea, water, and crumbing table. Be able to see everything as you cruise through the dining areas. You should notice water glasses, empty dishes, etc.

Be sure not to handle silverware & glassware by the parts that will enter the guest's mouth.

Prebussing is an important task that makes your job of clearing the tables easier. Always be on the look out for items that can be prebussed as you walk through the dining room. Almost always prebuss with a tray.



Prebussing Full hands in full hands out. Everything on a table the guest is NO longer using needs to be off of the table ASAP. This includes plates, all or excess silverware, empty bottles. Empty glasses, ramekins, trash, bread baskets, food particles, etc. If there is sauce, rice, or any other food be sure to wipe it into your tray so that the guest can rest their arms. There is ALWAYS something to clear, so never leave the dining room without your tray full. Stack your tray neatly so you can go from table to table clearing as much as possible.

REMEMBER the dishwasher is your friend. Be sure to put everything in the right spot and wipe the food off the plates into the trash. Put silverware in the water bucket and rack your wine glasses.

Greet customers with eye contact and a smile when serving water.

Be aware of guests needs. You are working with your server to meet your guest's needs. Do they have the silverware they need; do they need their meal packed?

Be constantly aware of the general appearance and cleanliness of the restaurant and do your part to keep the atmosphere clean and pleasant.

Bring a tray when bussing tables unless there are just a few things that you can fit everything in your hands without stacking glasses. It is important to buss tables quickly & efficiently which means bussing in the least number of trips as you can. Most tables can be cleared & reset in one trip especially if the table has been prebussed.

Tables should be clean between courses with just beverage glasses in use after entrée ware & utensils have been cleared, & before dessert menus are presented.

DO NOT pick glasses up by the rims with your fingers.

Keep the ice bucket filled.

No hanging out in the kitchen. The action is on the floor & you cannot see what needs to be done if you hang out in the kitchen.

Watch the entire situation on the floor without focusing on one table. Try to sense the important things that need to be done first. Eg. There is a table that needs clearing; dishes that need to be cleared off another table & a new table just got seated. Your order of service would be to clear & reset the table, bring water to the new table & clear plates off the next. However, if there is a fussy baby that needs attention attend to that need first.

Do not make change or pick up credit cards from a table. Leave this to your server.



When resetting tables have an eye for detail. (details create immense impressions)

- ✓ Doing your job quickly while still paying attention to details is very important. You are responsible for the customers' first impression of the table at which they will dine. Check it and double check it as you set it up.
- ✓ Wipe the entire table, even under the salt, pepper, centerpieces, etc. It should not be wet. Wipe the chairs. Your towel will need to be rinsed out during the shift, often. It should not be too wet or too dry or dirty.
- ✓ Set for the amount of the table (4 settings for 4 tops etc.) unless the Host has asked you to do it differently.
- ✓ Be sure you are using the right silverware & it is not dirty. Handle only the stems of the silverware. Make sure the silverware is placed correctly.
- ✓ The salt /pepper are clean & placed neatly in the center of 4 tops and the wall side of 2 tops
- ✓ Sweep up messes on the floor as needed. Pick up trash or napkins on the floor. This happens frequently when there are children.
- ✓ Check the chairs for crumbs and push them in. Make sure the table is sturdy, if not then use one of the table wedges.
- ✓ Give a quick glance to make sure the table looks perfect and move on the next task.

When clearing dishes while customers are seated:

- ✓ Do not clear plates until everyone is finished unless they move plate to the side or put dishes in it.
- ✓ Always ask, "May I clear your plate?" Before you reach for it. Be aware of the guests' personal space
- ✓ Clear all condiment dishes, baskets, rice bowls, used silverware
- ✓ Wipe up any spills or messes after clearing plates if there's time. If not server will tend to the mess.

When refilling drinks (water, coffee, ice tea)

When boxing food to go: Be sure to box the food in the right container. Always ask the guest which parts of the dish they would like boxed, ex: sauces go in the small clear plastic containers, soups go in the soup containers, chapati should be wrapped in foil, etc. Always ask if the guest would like a bag, and use the appropriate size, and be sure everything is secured.

Ask if they are drinking regular or decaf when refilling coffee

Ask if they would like more ice tea. You may need to bring out more ice. (details)

Occasionally when a waitress is really busy she may ask you to bring a soft drink to a table so you need to be familiar with how the soft drinks are served. Remember your priority is clearing the tables.

When you are on the floor refrain from touching your face, nose, mouth and hair.

There are closing duties that are important for you to thoroughly complete. Please make it a point to check the opening & closing list.



REMEMBER: ROBIN'S IS TEAMWORK ORIENTED. HELP OTHER EMPLOYEES AND THEY WILL HELP YOU!! If you do a good job helping the servers make more money, than you will make more money. Guests tip on good service and come back to dine again based on service. So in turn we need to give the best service possible if we want to be busy and make more money for everyone.

QUALITIES OF A GOOD BUSSER

**Customer
Consciousness**

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.

**Attention To
Cleanliness And
Sanitation**

Much of a busser's job is involved with maintaining standards of cleanliness in the restaurant. A good busser must be aware of our standards and must be able to work quickly and maintain them.

I, _____ have read the job descriptions & manual for my position as busser, and fully understand my responsibilities for the position.

Signed: _____

Print: _____

Date: _____