

**SAINTJOHN'S COMMUNITIES  
JOB DESCRIPTION**

**JOB TITLE:** Taylor's Wait Staff

**REPORTS TO:** Taylor's Supervisor

**STANDARD PRECAUTIONS:** Category III

**FLSA CATEGORY:** Non-Exempt-Hourly

**JOB CODE:** 22

**JOB OBJECTIVE:**

Performs a variety of food service and hospitality tasks including food preparation/assembly, sanitation, taking food orders and performing gracious table service in Taylor's Restaurant according to all State/Federal regulations/codes and Saint John's policies, procedures, and practices. Works together with all members of the community to uphold and further the mission, vision, principles, and values of Saint John's Community.

**KNOWLEDGE, SKILLS, ABILITIES, QUALIFICATIONS:**

1. Must be at least 18 and be a high school graduate or G.E.D.
2. Must have over 6 months of wait staff experience in a restaurant setting.
3. Must demonstrate the ability to comprehend and follow established procedures and a range of verbal/written instructions with a high degree of accuracy.
4. Must read, write, and speak English in an understandable manner.
5. Must demonstrate dependability and excellent communication and problem-solving skills, be honest, exhibit a warm, cheerful, caring manner and be regularly at work, on time, as scheduled.
6. Must have the ability to adapt to changing organizational needs, work flexible hours to meet the scheduling requirements.
7. Must be professional in actions, neat attire appropriate to the position, excellent customer service skills, and desire to work with and serve older adults.
8. Must demonstrate the ability to comprehend and follow established procedures, be able to multi- task, be able to work independently and perform various duties without close supervision.

**ESSENTIAL FUNCTIONS, DUTIES AND ACCOUNTABILITIES:**

1. Performs a variety of food preparation duties; Washes, peels, cuts, chops fruit/vegetables for salads and garnishes; slices breads, cakes, and pies; pours beverages and scoops ice cream.
2. Prepares and portions salads and desserts.
3. Follows place setting diagram to ensure correct table set-up for lunch and dinner; takes food orders and ensures meals are served in a timely manner. Performs a wide variety of table service duties; serves and removes dishes from residents left side, pours beverages with a glass in place, clears soiled dishes between courses; offers additional beverages, folds napkins.
4. Presents guest checks for resident and visitor meals according to procedures and meal charge schedule using the POS system.

5. Performs cleaning, mopping of ceramic floors and stock pantry areas per safety and service policies/guidelines; fills and sets up dishwasher, scrapes and washes dishes when needed, and loads/unloads clean dishes and puts in storage, cleans, and sanitizes equipment including dishwasher, food carts, refrigerator, sinks and worktables, washes/dusts tables and chairs, returns used linens, empties garbage vacuums and/or uses carpet sweeper as needed.
6. Retrieves voice mail meal reservations in Taylor's as assigned.
7. Sets up, pours and serves alcoholic beverages as requested.
8. Assures that all resident/client rights are always maintained. Reports any violations or suspected deviations immediately, according to Saint John's policy.
9. Maintains confidentiality of all department and organizational information.
10. Knows and follows existing lines of communication and authority.
11. Works tactfully and cooperatively with residents, clients, families, visitors, and staff throughout the organization.
12. Attends in-services, meetings, seminars as required and changes schedule or works overtime to meet the needs of the residents.

### **Person Centered Care/Professional Integrity and Responsibility**

1. Employees act with honesty and openness in all their dealings as representatives of the organization and are expected to support a working environment that values respect, fairness, inclusiveness, and integrity. Our employees promote responsibility in the workplace by recognizing and respecting the boundaries of people with whom we work and serve.
2. Employees support practices and principles of the person-centered philosophy that gives residents the power of choice within reason. Employees are considered part of the community and are expected to perform duties within the principles and practices that guide care and services through knowing and honoring the person before the task. i.e., fostering relationships between residents, family, and staff; Each person is to be known as an individual who can and does make a difference; We nurture the spirit as well as the mind and body; We promote growth and development for all; and we create an environment that meets the physical, social, emotional, intellectual, spiritual, and occupational needs of individuals and the community.

### **WORK SETTING/ENVIRONMENT:**

Work is usually performed indoors with occasional exposure to wetness/high humidity when picking up orders from kitchen or when assigned to dishwashing/cleaning tasks. There are occasional exposures to temperature extremes of 40°F to 85°F and to seasonal conditions including humidity, sunlight, poor air quality, biting insects when working outdoor summer special events. There are frequent exposures to hazardous chemicals used in sanitizing dishes and heated water ranging in temperatures of 150-190 degrees; with occasional exposures to burns and bodily injuries/illnesses; seldom are there exposures to blood/body fluids.

### **EQUIPMENT USED:**

Knives, scoops, ladles, service trays, blender, toaster, coffee maker, can opener, coffee maker, microwave oven, dishwashing machine, vacuum, carpet sweeper, trays, china, flatware, pots/pans, phone, paper forms, pencil/pen, tablecloths/napkins, bucket, cleaning cloths, telephone, computer terminal.

**PHYSICAL/SENSORY COGNITIVE REQUIREMENTS TO PERFORM THE ESSENTIAL JOB FUNCTIONS**

**Physical Strength:** Must be able to frequently push/pull/lift/move objects weighing up to 25 and occasionally push/pull/move food carts weighing up to 35 pounds.

**Manual Dexterity:** Must be able to continuously perform simple manipulative tasks as carrying dishes/trays; frequently perform difficult manipulation as when writing reservations and slicing food.

**Coordination:** Must be able to continuously perform tasks requiring good hand/eye coordination and steadiness of motion as when serving, pouring, and setting tables.

**Mobility:** Must be able to continuously stand, walk, bend and twist when waiting tables, dishwashing, assembling food, etc.

**Speech:** Must be able to frequently articulate clearly and precisely with residents/visitors/staff in face-to-face interactions and when speaking on the phone.

**Emotional Stability:** Must be able to frequently deal effectively with stress created by service demands of residents/visitors; mealtime schedules and working cooperatively as a part of the food service team.

**Vision:** Must be able to frequently discriminate colors and see objects closely to read menus, party service instructions, handle money and make change. Customers can be demanding and difficult, therefore stressful situations are occasional and require tactful responses.

**Hearing:** Must be able to continuously hear normal sounds and voices within a moderately noisy dining room and kitchen environment to communicate with residents/visitors, receive instructions, etc.

**Smell:** Must frequently use this sense to distinguish quality of food.

**Concentration:** Must be able to frequently concentrate on moderate detail with some interruption as when reading instructions, taking meal orders from service tables.

**Attention Span:** Must be able to frequently understand task/function for more than 60 minutes at a time.

**Conceptualization:** Must be able to frequently understand and use specific ideas generally several at a time; and frequently understand and relate to concepts behind specific ideas.

**Memory:** Must be able to continuously remember verbal/written tasks/assignments for full shift.

**EMPLOYEE RESPONSIBILITY IN AN EMERGENCY:** Must know, understand, and comply with all emergency procedures and be able to assist with resident evacuation if necessary and all safety, security, infection control and hazardous materials policies and procedures.

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1. This job description is not intended to be all-inclusive. The employee will also perform other reasonably related business duties as assigned by the supervisor or other management.
  2. Management reserves the right to change job responsibilities, duties, and hours as needs prevail. This document is for management communication only and is not intended to imply a written or implied contract of employment.
  3. I have read and understand this job description. I agree to accept the responsibilities and duties as outlined with or without reasonable accommodation.

Employee Signature:

Date:

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Supervisor Signature:

Date:

Revised:05/2020, 04/2023