

Job Title: Front Counter

Job Overview:

Provide friendly, responsive service to create an exceptional dining experience for all guests by taking orders, making recommendations when appropriate, processing payments, and serving food or beverages to customers at the counter or table. Also perform other duties in the areas of food and final order preparation including preparing beverages and arranging food items.

Activities and Responsibilities:

Primary

- Promote, work, and act in a manner consistent with the mission of Saponi di Sicilia
- Serve food, beverages, or desserts to customers.
- Prepare bills for food and accept payment or make change.
- Perform cleaning duties such as sweeping, mopping, and washing dishes, to keep equipment and facilities sanitary.
- Balance receipts and payments in cash registers.
- Wrap menu item such as sandwiches, hot entrees, and desserts for serving or for takeout.
- Scrub and polish counters, steam tables, and other equipment, and clean glasses, dishes, and fountain equipment.
- Replenish foods at serving stations.
- Brew coffee and tea, and fill containers with requested beverages.
- Attend all scheduled employee meetings and offer suggestions for improvement.
- Coordinate with and assist fellow employees to meet guests' needs and support the operation of the restaurant.
- Fill-in for fellow employees where needed to ensure guest service standards and efficient operations.

Supplemental

- Take guests' orders and write ordered items on tickets, giving ticket stubs to customers when needed to identify filled orders.
- Order items needed to replenish supplies.
- Serve salads, vegetables, meat, breads, and cocktails, ladle soups and sauces, portion desserts, and fill beverage cups and glasses.
- Set up dining areas for meals and clear them following meals.
- Cook food or prepare food items, such as sandwiches, salads, and ice cream dishes, according to standard portion sizes and recipe specifications or following directions.
- Pick up and serve food when it is ready.
- Add relishes and garnishes to food orders, according to instructions.
- Cook food or prepare food items, such as sandwiches, salads, and ice cream dishes, according to standard portion sizes and recipe specifications or following directions.