



Egg N' Joe Franchise Systems, LLC (ENJFS) believes that in order to achieve our mission of Delight Our Guests, every employee must make a significant contribution. That contribution should not be limited by the assigned responsibilities. Therefore, this position description is designed to outline primary duties, qualifications, and job scope, but not limit the incumbent nor the organization to just the work identified. It is our expectation that each employee will offer his/her services wherever and whenever necessary to Delight Our Guest.

<b>Job title</b>	<i>Front of House (FOH) Support – Busser</i>
<b>Reports to</b>	<i>General Manager</i>
<b>Status</b>	<i>Non-exempt</i>

### **Job purpose**

Ensures that every Guest is delighted by communicating with and assisting food servers to maintain service efficiency. Maintains the cleanliness of and restocking of the front of house areas.

### **Essential Functions**

- Maintains cleanliness of the front-of-house including all tables, chairs, floors, windows, ledges, lobby, waiting area, cashier stand, and restrooms.
- Greets Guests in a warm and welcoming manner when appropriate after they are seated in assigned area. Prepares and serves ice water and coffee required for service.
- Accommodates any special needs of Guests (i.e. boosters, high chairs, disabilities, etc.)
- Provides Guests assistance to servers as needed such as taking initial beverage order at table, preparing, and delivering beverages to Guests at table when requested by manager or server.
- Restock tables with appropriate items.
- Removes dirty dishes, utensils and glasses from tables after Guests are finished with them and/or when Guests have left the table and brings to bus cart area. Moves bus cart to dishwashing area, empties and cleans cart. Returns cart to server aisle.

- Wipes down tables and seats, vacuums as needed under tables and in aisles, restocks and cleans salt and pepper, sugar, jellies, or other table items as needed. Resets table with appropriate and Company-specified items.
- Refill coffees and waters for Guests as needed.
- Communicate with other FOH staff to maintain service efficiency and Guest satisfaction.
- Pick up trash and debris in parking lot and sidewalk areas
- Completes side work and extra projects as assigned.

### **Qualifications**

- **EDUCATION:**
  - Must be able to speak, read, write, and understand the primary language of the work location and of the Guests who typically visit the work location.
  - Must have a valid Food Handler's Card
  - Must have a valid Alcohol Server Permit if required by State regulations for serving or cashiering.
- **EXPERIENCE**
  - Must have positive interpersonal skills
  - Must be able to meet the shift's needs of fluctuating business demands
  - Requires knowledge of the sequence of service and dining room procedures.
  - Must be Guest sensitive and possess a sense of timing so Guests are seated promptly.
  - Must make quality decisions relying on experience and good judgement with supervisory assistance by the manager on duty.
  - Must be able to work independently as well as in a team environment

### **Working conditions**

- Must be able to stand and exert fast-paced mobility for periods of up to four hours in length.
- Must have the ability to lift and carry bus tubs, dish racks, trays, and other objects weighing up to 40 pounds.
- Varying schedule to include morning, evenings, weekends, weekdays, holidays, and extended hours as business dictates.
- A good sense of balance is needed, as is the ability to reach, bend, kneel, and lift and carry trays.
- Subject to wet floors and loud noises.
- Must be able to wipe down table tops, table legs, pick debris off of the floor, and wipe down booth seats and chairs in all areas of the restaurant.

### **Physical requirements**

#### **SENSORY**

- **VISION – FAR** - Ability to see clearly objects at a far distance (20 feet or more) corrective lenses permissible.
- **VISION – NEAR** – Ability to see clearly printed material at close rants (18 inches or less). Corrective lenses permissible
- **VISION – OTHER** – Ability to distinguish between and among colors. Ability to exercise depth perception to determine space and distance relationships. Ability to

exercise peripheral vision to be aware of objects within a large area while eyes are focused on one object.

- **HEARING** – Ability to hear in one or both ears to that verbal communication can be received, understood, and acted upon in either a face-to-face or a telecommunications basis.
- **SPEAKING** – Ability to express oneself verbally with clarity in either a face-to-face or a telecommunications basis.
- **TOUCHING** – Ability of body parts, usually fingers and hands, to ascertain the texture of objects or commodities such as smooth/coarse, sharp/dull, etc. as well as temperature, stability, etc.

**PHYSICAL**

- **WALKING** – Ability to exert a reasonable paced mobility from one point to another within a generally accepted time frame, and recognizing the conditions of the environment as to breadth/ narrowness, clutter, etc.
- **BENDING** – Ability to move and control one’s torso so items can be picked up from a lower surface level.
- **KNEELING** – Ability to flex legs at the knees so than an individual can lower the body coming to rest on one or both knees.
- **HANDLING** – Ability to grasp, hold, set down redirect with hands or fingers, turn, control, and manipulate objects and commodities.
- **REACHING** – Ability to stretch body and extend arms to place or secure objects and commodities at a distance above, to the side of, or below the normal standing level of the individual.
- **SQUATTING** – Ability to flex legs at the knees to lower body position.
- **CRAWLING** – Ability to move about on hands and knees and/or feet by mobilizing those body parts.
- **LIFTING** – Up to 40 pounds - Ability to use body parts, usually arms and hands (occasionally shoulders and back) to elevate an object or commodity above its previous surface level.
- **REPETITIVE MOTIONS** – Ability to use body parts on a regular and continuing basis to repeat the same motions for a reasonable period of time without resting.
- **STOOPING** – Ability to flex legs at the knees and move the upper body forward and down.

---

Date Reviewed with Team Member: \_\_\_\_\_

Accommodations Requested (if needed):

---

---

---

---

Team Member Name: \_\_\_\_\_

Team Member Signature: \_\_\_\_\_

Manager Name: \_\_\_\_\_

Manager Signature: \_\_\_\_\_