



Egg N' Joe Franchise Systems, LLC. 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.

Job title	<i>Lead Server</i>
Reports to	<i>General Manager</i>
Status	<i>Non-exempt</i>

Job purpose

Servers are responsible for ensuring that every Guest is delighted with their experience at Egg N' Joe. Servers must have positive Guest interactions, ensure that the Guest's meal is delivered as ordered, that the Guest is satisfied with their meal and service, and anticipate the Guest's needs throughout the meal. Lead servers take an additional role by training new servers according to ENJFS standards.

Essential Functions

- Follows proper service sequence as defined by ENJFS
- Greets Guests in a warm and welcoming manner:
 - When Guests are seated at an assigned table, and/or
 - When Guests are waiting to be seated in the lobby and the host/manager is not available.
- Educates Guests on core menu and seasonal menu items.
 - Makes suggestions about menu
 - Answers questions regarding food, beverages, and service
- Takes food and beverage orders from Guests and enters order into POS for kitchen staff to prepare.
 - Communicates any special requests or allergy issues directly with appropriate kitchen staff
 - Makes note on POS order of any special requests
- Prepares all non-alcoholic beverage orders and alcoholic beverages in cases where there is no bartender. Relays alcohol orders to bartender as appropriate.

- Ensures that food and beverage orders are delivered in a timely manner and presentation meets Company standards. Obtains any additional items needed and fixes any problems with the order as noted by the Guest.
- Maintains proper dining experience, delivering hot food hot, cold food cold, checking on satisfaction within two minutes of food delivery, fulfilling Guest needs, offering drinks, appetizers, and desserts, replenishing utensils, and refilling beverages when necessary.
- Pre-busses tables by removing plates, silverware, and condiments as Guests are finished.
- Ensures proper payment by reviewing Guest check before delivering to Guest.
- Delivers presented payment to cashier if Guest leaves payment at the table. Brings back correct change and/or credit card slip for signature.
- Ensures that all new servers are trained to ENJFS standards and informs General Manager of training progress and recommends next steps for trainees (i.e. ready to be on their own, needs more training, or is not meeting standards).
- Assist with special events as needed.
- Adheres to grooming and uniform standards
- Assists Guests outside of assigned section as needed to ensure every Guest is delighted.
- After Guest has left the table, wipes down table and seats, vacuums as needed under table, restocks and cleans any necessary table top items (salt & pepper, sugar, etc.).
- Completes side work and extra projects as assigned including, but not limited to, cleaning assigned section and server aisle, restocking food and supplies in server aisle, and cleaning counter, shelves, and equipment.

Qualifications

- **EDUCATION:**
 - High School graduate or equivalent.
 - 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 be able to perform simple mathematical calculations and complete computer data entry.
 - Must have a valid Food Handler's Card
 - Must have a valid Alcohol Server Permit.
 - Must have completed and passed ENJFS training courses.
- **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, generally involves a minimum of one year as a server or Front of House Support (host, cashier, busser).
 - Must be Guest sensitive and possess a sense of timing so that different courses may be served at the proper time.
 - Must be able to give constructive feedback to trainee and to manager on progress of trainee.
 - 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.
- 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 of up to 40 pounds to the table.
- Subject to wet floors and loud noises.

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.
- **TASTING** – Ability of tongue taste buds to distinguish between and among flavors, spices, temperature, and mouth feel (smoothness, pungency, etc.) of food and beverages.
- **SMELLING** – Ability of olfactory nerves to distinguish between and among odors and scents as to their appeal and level of intensity.
- **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.
- **FINGERING** – Ability to control and utilize fingers in a dexterous and coordinated manner for such activities as writing, typing, keyboarding, slicing, chopping, operating equipment, etc.
- **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.
- **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: _____