



Hotel Cerro Job Description

Position Title: Busser/Barback (Early morning, Afternoon, Evenings)

Lines of communication: Reports to: F&B Manager, Asst. F&B Manager

Responsible for: Supporting dining room staff

Liaises with: Servers, Head Bartender, Bartenders, and other staff

Position Summary:

At Hotel Cerro we have developed a more equitable Food and Beverage concept, new to the Central Coast. Currently adopted in other parts of the US we believe this to be the evolution of our industry. Appreciating and rewarding the efforts engaged by every member of the F&B team, results in each individual participating in the benefits. When each individual looks outside of themselves to work as a team, we create a superior guest experience.

Being a Busser/Barback is an integral part of our restaurant team and you will help create the foundation of a clean, efficient, and anticipatory service for Brasserie SLO guests. We are all equal at Brasserie SLO and it will be important to lend care and support to our back of house team members on a regular basis. Support the restaurant team in providing prompt and courteous service to guests. Remove all dirty glassware, dishware, and silverware. Ensure that each member of your Brasserie SLO team is succeeding by lending a helping hand when possible. Everything not being used at the table must be removed immediately to reduce table clutter. After doing this, clear and reset all tables. Create a welcoming atmosphere and provide exceptional hospitality by having a working knowledge of Hotel Cerro and Brasserie SLO, to be able to respond to guest questions and speak with enthusiasm about other services. Guarantee smooth and efficient service on each shift you work and help your team exceed guest expectations. At all times maintain a clean, organized and sanitary work environment.

Duties and Responsibilities will include but not be limited to the following:

- Greet each guest in an energetic and friendly fashion
- Maintain effective communication with servers and respond to their request for support
- Have a good understanding of Brasserie SLO menu and beverage program so you may respond to guest questions and execute all their needs accurately and effectively
- Make sure every water glass remains filled as well as removing empty glassware
- Working as a team is imperative
- Able to work under pressure and balance multiple priorities and assignments
- Remove all dirty ware from tables
- Clear and reset all tables once guests have left
- Keep a clean and neat workspace at all times

Prerequisites:

- Working knowledge of classic and modern service standards
- Focused on detail management and completion of tasks; ability to prioritize effectively.
- Able to handle high volume of activity with calm and grace
- Flexible in terms of working hours and schedules
- Excellent verbal communication skills
- Able to endure long periods of standing, walking and lifting up to 45lbs

Education

- Food Handlers, within 30 day of hire
- RBST Certificate, within 30 days of hire

Experience

- Hotel F&B experience helpful
- 6 months restaurant experience