



# RUNNER

## POSITION DESCRIPTION

### POSITION SUMMARY:

Contributes to the efficient and profitable operation of the restaurant while maintaining the ("the Company") reputation and culture. Further to this responsibility, a runner is responsible for maintaining a high standard of food, service, and health and safety.

### POSITION DIMENSION:

Reports to: Restaurant Manager, Assistant Restaurant Manager, Floor Supervisor

Direct Reports: N/A

### JOB TASKS:

The delivery of:

- A superior level of service and product standards to ensure the ultimate level of customer satisfaction (i.e. quality product, customer feedback, guest satisfaction, store ambience)
- Daily restaurant operations as outlined by Company policies and standards (i.e. checklists, cleaning rosters, table allocation)
- The positive interaction with both fellow staff members and guests to create a harmonious working environment as outlined by Company policies and standards
- The effective execution of sales techniques to assist the restaurant with profitability
- Work/Occupational Health and Safety requirements including restaurant cleanliness and staff/customer safety
- Any other relevant duties as directed by management

### MAIN AREAS OF RESPONSIBILITY AND ACCOUNTABILITY:

**Key Objective:** To contribute to the effective management of operations across the restaurant to meet Company objectives and key performance indicators.

#### Operations

To ensure that:

- Restaurant opening, closing and service procedures are executed consistently and correctly
- Stakeholder (i.e. customers and staff) feedback is responded to immediately and constructively
- All restaurant product adhere to Company specifications and standards

- Marketing and retail promotions and programs are effectively executed
- The Responsible Service of Alcohol procedures are met and legally complied with
- Work/Occupational Health and Safety procedures are complied with to reduce compensation and general liability claims
- All fire or evacuation drills are managed and executed including the complete familiarisation with all exits normally used by customers, as well as fire escapes.
- All equipment and utensils are maintained through following cleaning procedures and any damage is reported to management
- Assigned area cleanliness and organisation is of the highest standard

#### **Staff**

- Feedback regarding strengths, weaknesses and conflict is actively given, received, accepted and actioned
- Behaviour is consistent with Company values (please see attached document)

#### **Profit**

To ensure that:

- Profit opportunities are identified and reported to management
- Wastage and Shrinkage/Breakage is at a consistently low level and documented accordingly
- Average daily spend per head is maximised

#### **Restaurant Administration**

To ensure that:

- All floor checklists are completed and evolved
- Acceptable use of internet and emails as per Company policies and procedures
- Staff meetings and training courses are attended

#### **ESSENTIAL SKILLS, QUALIFICATIONS, AND KNOWLEDGE:**

##### **Skills and Knowledge**

- Menu information and food composition is thoroughly understood
- Good communication skills
- Computer knowledge
- A current RSA Certificate
- Excellent personal hygiene and presentation

#### **ATTRIBUTES:**

Refer to the attached document outlining Company values.

#### **PHYSICAL REQUIREMENTS/WORK ENVIRONMENT:**

- Some physical activity is required including bending and lifting
- Rostering will be rotated and includes nights and weekends

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Employee Acceptance

I, \_\_\_\_\_ have read and understood the key areas of responsibility as outlined in my job description.

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Signature:

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Date: