



Job Title: Dietary Wait Staff

Location: Brigham House Assisted Living Community Watertown, MA 02472

Hours: Full Time

Job Summary:

The Dining Room Waitstaff is responsible for serving all customers including residents, guests, and family members.

Duties and Responsibilities:

The following essential functions are the fundamental job duties of the position to be completed with or without appropriate reasonable accommodation.

- Provide a high level of customer service and promote a restaurant style dining atmosphere.
- Work closely with the food service director to keep residents satisfied with food and dining programs.
- Create a strong sense of team work and cooperation among all staff.
- When applicable acquaint new residents with menus, seating, and dining options and hours.
- Set tables in accordance to HallKeen Assisted Living standards.
- Serve residents and guests' beverages as requested.
- Review daily menu with residents and take and deliver accurate meal orders to residents and guests.
- Remove used or soiled plates, utensils, glasses, linen from the dining room as needed.
- Responsible for cleaning and sanitizing carpet, tables, chairs, condiment containers, and equipment used in the dining room.
- Communicate resident likes and dislikes to food service director for menu planning purposes and resident satisfaction.
- May perform other duties as assigned.

Minimum Qualifications:

- Less than high school education.
- Experience working in a dining room or restaurant helpful but necessary.
- Working knowledge of basic kitchen operations and food safety standards.
- Strong organization and time management skills.
- Ability to resolve problems of dissatisfied customers and/or employees.

Required Behavior:

- Able to build positive and strong relationships with employees, coworkers and residents.
- Focused and dedicated to provide excellent customer service.
- Able to handle multiple jobs and priorities.
- Able to delegate and hold staff accountable efficiently and respectfully.

Physical Demands:

- Physically able to move at least 50 lbs. without assistance.
- Physically able to bend, reach, and work in small areas.
- Physically able to push and pull equipment and furnishings.
- Physically able to stand for long periods of time.

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