Job Title: Dietary Aide, Wait Staff
Location: Corcoran House Assisted Living Clinton, MA 01510
Hours: Part Time

Job Summary:

The Dining Room Wait Staff is responsible for providing courteous, compassionate service to Residents, their families and guests covering all aspects of table-side service, prep and side work, and the cleanliness and presentation of all dining and food service areas.

Duties and Responsibilities:

The following essential functions are the fundamental requirements of the position:

- Provide a high level of courteous, compassionate customer service and promote a restaurant-style personalized dining atmosphere.
- Work closely with the food service director to promote resident satisfaction with food and dining programs by communicating concerns, suggestions and compliments from residents, families and guests in order to support menu planning and resident satisfaction.
- Create a strong sense of team-work and cooperation among all staff throughout the community.
- Assist new Residents by familiarizing them with the menus, seating, dining options and hours.
- Be understanding with and compassionate to the challenges of aging that residents, families and/or guests may be facing that will require patience and personalized service.
- Set tables in accordance with standards set by the Food Service Director and HallKeen.
- Serve beverages as requested by Residents.
- Be familiar with the daily menu for each respective meal time and be aware of any changes.
- Review the menu, answer any questions as appropriate, record and deliver meal orders accurately and timely.
- Remove used or soiled plates, utensils, glasses, and linens from tables as needed and directed.
- Maintain cleanliness and sanitization of chairs, tables, carpets, floors, condiment containers, serving surfaces and other equipment used in the dining room, both in-between meal times and on a daily basis.
- Respond to Resident/Family comments, concerns or suggestions about dining with respect and communicate all information to the Food Service Director for attention.
- When the Food Service Director is not present, accept direction from the designated shift supervisor (cook) consistent with the expectations of the position.
- Work assigned shifts as scheduled with timely arrival and departure.
- Be familiar with and follow protocols, policies and practices established by HallKeen Assisted Living, the Food Service Director, ServSafe, Board of Health and any others as applicable.
- Perform other duties as requested or assigned.

Minimum Qualifications:

- High School Education or equivalent
- 1-2 years of successful dining room or restaurant wait staff experience
- Working knowledge of food handling and safety standards as well as basic kitchen operation
- Strong organization and time management skills
- Ability to respectfully resolve customer dissatisfaction issues

Required Behavior:

- Able to build positive and strong relationships with employees, coworkers, Residents, families and guests.
- Focused on and dedicated to providing excellence in courteous, compassionate customer service.
- Able to handle multiple tasks and priorities

Physical Demands:

- Physically able to move up to 50lbs 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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