POSITION: Busser
REPORTS TO: Host, Assistant FOH Manager, FOH Manager

OUR MISSION….TO DELIGHT EVERY GUEST WITH REMARKABLE DINING & HOSPITALITY EXPERIENCES THAT KEEP THEM RETURNING

CORE VALUES:
We expect you to foster a work environment that embodies our Core Values
AUTHENTICITY – RESPECT - ENTHUSIASM

POSITION SUMMARY:
Your responsibility as busser is to assist servers in delighting guests with service that exceeds their expectations**.** Being aware and being a positive team player is vitally important to the success of your job. In your interactions with customers, you are expected to uphold our standards of excellent service and hospitality.

DUTIES AND RESPONSIBILITIES
Your specific responsibilities are table maintenance and include clearing & resetting tables, delivering water & bread, refilling water, ice tea and coffee, wiping the tables as needed throughout their dining experience.

Your efficiency and speed contribute to customer turnover, which is a vital aspect of our high volume Restaurant. Your priority as a busser is assisting the host with seating rotations by rapidly cleaning tables, chairs, & floors. The whole restaurant relies on you so you need to kick it into higher gear. Walk fast, and keep your eyes open scanning for things to do in the dining areas, but keep a smile on your face.

BE PREPARED. Have everything you need for the shift stocked at the beginning of your shift and throughout your shift. KEEP BUSY. There is always something to do in the restaurant, whether it is stocking, polishing silverware or glasses. Keep looking for things to do when it is slow, pay attention to detail.

Assist with the cleanliness of customer service areas: i.e., tables, chairs, and floor. & windows.
Check high chairs and boosters for cleanliness at the beginning of your shift & every time they are used, just wipe down after wiping the table down/changing the table cloth.

Be conscientious & aware of what needs to be done first. When it is busy, bussing tables is your first priority. Your SECOND priority is setting up large tables, assisting servers on the floor, and running food when necessary. Other duties on the floor include clearing plates during the meal, refilling water, coffee & ice tea, helping servers set up and/or serve drink orders. When pre bussing a table be aware of silverware your remove and bring more if necessary, e.g. clearing salad plates with a fork, bring a fresh fork for the next course. Know your server sections so that you know who has which tables, always communicate when you are uncertain of what the guest or your server may need.

Assist sales staff with specific needs for the table: i.e., clearing plates, bringing fresh silverware, refilling coffee, tea, water, and crumbing table. Be able to see everything as you cruise through the dining areas. You should notice water glasses, empty dishes, a guest in need, etc.

Be sure not to handle silverware & glassware by the parts that will enter the guest's mouth.

Prebussing is an important task that makes your job of clearing the tables easier. Always be on the look out for items that can be prebussed as you walk through the dining room. Almost always prebus with a tray. Moving through from FOH to BOH, and all through the restaurant remember "Full hands in full hands out", things should always be put where they belong and fully stocked if possible. Everything on a table the guest is NO longer using needs to be off of the table ASAP. This includes plates, all or excess silverware, empty bottles. Empty glasses, ramekins, trash, bread baskets, food particles, etc. If there is sauce, rice, or any other food be sure to wipe it into your tray so that the guest can rest their arms. There is ALWAYS something to clear, so never leave the dining room without your tray full. Stack your tray neatly so you can go from table to table clearing as much as possible.

REMEMBER the dishwasher is your friend. Be sure to put everything in the right spot and wipe the food off the plates into the trash. Put silverware in the water bucket and rack your wine glasses. Take linen bags into the trash area when they are full, always replacing with a new linen bag. Take recycling bin out as well when full, helping facilitate flow for yourself as well as your co-workers.

Greet customers with eye contact and a smile when serving water. When reaching into a tight space or between guests sat close together excuse your reach so they aren't startled or made uncomfortable by your presence. An "excuse me" is never meant to be pushy, but polite and courteous.

Be aware of guests needs. You are working with your server to meet your guest's needs. Do they have the silverware they need; do they need their meal packed?

If packing to-go items for guests NEVER use your hands to move the food from plate to container. Always use the utensil that came on the plate, or fresh ones (they are right behind where the boxing station is). Always pack items separately unless otherwise instructed, pack sauces as long as there is more than 1/3 left.

Be constantly aware of the general appearance and cleanliness of the restaurant and do your part to keep the atmosphere clean and pleasant.

Always bring a tray when bussing tables. It is important to bus tables quickly & efficiently which means bussing in the least number of trips as you can. Most tables can be cleared & reset in one trip especially if the table has been prebussed.

Tables should be clean between courses with just beverage glasses in use after entrée ware & utensils have been cleared, & before dessert menus are presented.

DO NOT pick glasses up by the rims with your fingers.

Keep the ice buckets and wells filled.

No hanging out in the kitchen or hallway. The action is on the floor & you cannot see what needs to be done if you are anywhere other than the floor.

Watch the entire situation on the floor without focusing on one table. Try to sense the important things that need to be done first. E.g. There is a table that needs clearing, dishes that need to be cleared off another table & need for stock on one or more bussing stations your goal is to be as efficient as possible. Try to make only one trip into the kitchen and only one trip back onto the floor, gathering the things you need as you go. Always keep your mind on top of what needs to happen next, while paying attention to new needs on the floor. Load a try as full as you feel comfortable before taking used items back into the kitchen, and gather clean items for tables and stations on your way back to the floor.

Do not make change or pick up credit cards from a table. Leave this to your server. If a guest specifically asks you to handle a payment you may take it and inform the guest their server will return with change/receipts. Take the payment to the server immediately, don't just stick it in your apron and get distracted.

When resetting tables have an eye for detail. (details create immense impressions, a guest usually doesn't notice when everything is perfect, but they always notice when things are incorrect)

- ✓ Doing your job quickly while still paying attention to details is very important. You are responsible for the customers' first impression of the table at which they will dine. Check it and double check it as you set it up, even keep your eyes on already set tables to make sure everything is perfect.
- ✓ Wipe the entire table, even under the salt, pepper, centerpieces, etc. It should not be wet. Wipe the chairs. Your towel will need to be rinsed out during the shift, often. It should not be too wet or too dry or dirty. Always use a white towel on the floor, and when there are noticeable stains go ahead and swap it out.
- ✓ Set for the amount of the table (4 settings for 4 tops etc.) unless the Host has asked you to do it differently. Try and visually or verbally check in with the host as you reset a table to see if they would like it set for a different number than the standard.
- ✓ Be sure you are using the right silverware & it is not dirty. Handle only the stems of the silverware. Make sure the silverware is placed correctly.
- ✓ The salt /pepper are clean & placed neatly in the center of 4 tops and the wall side of 2 tops, pepper on the left, salt on the right
- ✓ Sweep up messes on the floor as needed. Pick up trash or napkins on the floor. This happens frequently when there are children.
- ✓ Check the chairs for crumbs and push them in. Make sure the table is sturdy, if not then use on of the shuv its.
- ✓ Give a quick glance to make sure the table looks perfect and move on the next task.

When clearing dishes while customers are seated:

- ✓ Do not clear plates until everyone is finished unless they move plate to the side or put dishes in it.
- ✓ Always ask, "May I clear your plate?" or "Are you still enjoying your plate?" Before you reach for it. Be aware of the guests' personal space
- ✓ Clear all condiment dishes, bread tins, rice bowls, used silverware, empty glassware
- ✓ Wipe up any spills or messes after clearing plates if there's time. If not server will tend to the mess.

When refilling drinks (water, coffee, ice tea) take the glass away from the table when possible to avoid spills, always ask a guest before refilling to save waste.
When boxing food to go: Be sure to box the food in the right container. Always ask the guest which parts of the dish they would like boxed, ex: sauces go in the small clear plastic containers, soups go in the soup containers, chapati should be wrapped in foil, etc. Always ask if the guest would like a bag, and use the appropriate size, and be sure everything is secured.

Ask if they are drinking regular or decaf when refilling coffee

Ask if they would like more ice tea. You may need to bring out more ice, it never hurts to ask. Occasionally when a waitress is very busy she may ask you to bring a soft drink to a table so you need to be familiar with how the soft drinks are served. Remember that your priority is clearing the tables.

When you are on the floor refrain from touching your face, nose, mouth and hair, if you do please wash your hands.

There are closing duties that are important for you to thoroughly complete. Please make it a point to check the opening & closing lists, and always check with your manager on duty before leaving, or before the floor is open for business.

REMEMBER: NOVO IS TEAMWORK ORIENTED. HELP OTHER EMPLOYEES AND THEY WILL HELP YOU!! If you do a good job helping the servers make more money, than you will make more money. Guests tip on good service and come back to dine again based on service. So in turn we need to give the best service possible if we want to be busy and make more money for everyone.

QUALITIES OF A GOOD BUSSER

Customer Consciousness	A good busser must be able to perform his or her job duties thoroughly, in order to support the service staff and hosts; and, must be fast to keep up with our volume of business.
Attention To Cleanliness And Sanitation	Much of a busser's job is involved with maintaining standards of cleanliness in the restaurant. A good busser must be aware of our standards and must be able to work quickly and maintain them. Attention to detail is very important.

I, _____ have read the job descriptions & manual for my position as busser, and fully understand my responsibilities for the position.

Signed:_____

Print:_____

Date:_____