



DINING SERVICES CAPTAIN

SUMMARY

Heritage on the Marina is proud to be one of San Francisco's premier Life Plan Communities set among yacht clubs, parks and beautiful shoreline. Nearby Fort Mason Center offers a farmer's market, art galleries and special events. Enjoy a short five-minute walk and enjoy beautiful views of the Golden Gate Bridge, and grassy parks.

Join our small, unique, and amazing Life Plan Community. We have approximately 100 residents, comprised of approximately 65 in Independent Living, 15 in Assisted Living and 20 in Health Center. Our smaller size enables us opportunities to connect on a more individualized basis with our residents, staff and community. For more information on our organization, please visit: www.heritagesf.org

The Dining Services Captain will act as a working lead while providing food service to The Heritage residents, guests, and employees, as a table server or buffet attendant by performing the following duties:

ESSENTIAL DUTIES AND RESPONSIBILITIES

Because this position is considered to be a working lead, all responsibilities included in the Food Server job description are included.

The Dining Services Captain will:

- Assist in ensuring a safe work environment throughout the facility for all employees.
- Assist in monitoring employee productivity and report problems and/or provide suggestions for increased service or productivity.
- Helps train new hires to the standards set by the Dining Room Supervisor.
- Works with customers to ensure satisfaction in such areas as quality, service, and problem resolution
- Coach working Line Staff throughout shifts as needed in regards to steps of service, safety, job duties and following all policies and procedures
- Work closely with Management as needed upholding and implementing 5 Star Service Requirements
- Other duties may be assigned.

Food Server Duties:

- Prepares station in dining area for service according dining room procedures.
- Follows safe serving and food handling procedures.
- Communicates information about menu selections to residents. Takes food orders. Serves food in accordance with the selections made.
- Mediates any resident complaints and requests, when possible, or communicates problems and requests to the Lead Server or Food Service Director.
- Maintains a clean and organized work environment. Completes daily side work assignments. Notifies Health Center staff of any unplanned resident absences from the dining room.
- Prepares trays and delivers to resident rooms when necessary. Assists in tray line. As buffet attendant, responsibilities include the following:

- Sets up buffet with chafing dishes, serving dishes and utensils as required; changes linens daily, delivering dirty linens to laundry, stocks china.
- Attendant maintains clean, well-organized and stocked buffet table, notifying kitchen when items need replenishing.
- For breakfast, attendant advises kitchen on special egg orders. Also, assists residents with serving themselves and keeps foods at proper serving temperatures. Stores rolling buffet tables at appropriate time.
- Wears required Heritage uniform. Attends required company and department meetings. Other duties may be assigned.

QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required.

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. Must be proven to have responsible attendance records and must be on the floor ready to work on time for all shifts.

EDUCATION and/or EXPERIENCE

Experience as a lead food server or long-term experience as a food server.

LANGUAGE SKILLS

English language required.

Must speak English in a manner sufficient to be understood by older people with hearing problems. Ability to read and interpret menu orders and other documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to write routine reports.

MATHEMATICAL SKILLS

Ability to add and subtract two digit numbers and to multiply and divide with 10's and 100's.

REASONING ABILITY

Ability to apply commonsense understanding to carry out instructions furnished in written, oral, or diagram form. Ability to deal solve problems related to the work performed.

OTHER QUALIFICATIONS REQUIRED

Servers must be understanding toward older people. Must be polite and exhibit respect toward all Heritage residents, guests, staff, and the public. Must have good personal hygiene.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee occasionally works near moving mechanical parts and is occasionally exposed to wet and/or humid conditions. The noise level in the work environment is usually moderate.

The above statements are intended to describe the general nature and level of work being performed. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of employees so classified