

The Pancake Pantry

JOB TITLE: Expeditor
DEPARTMENT: Kitchen
REPORTS TO: Kitchen Manager
GRADE:
FLSA STATUS: Non-exempt
DATE PREPARED: January 20, 2014
DATE REVISED:

The Expeditor supports The Pancake Pantry's goals, values and philosophy by exhibiting the following behaviors: excellence, quality service, commitment and accountability. As a member of The Pancake Pantry team, performance includes demonstration of the following accountabilities: communication, teamwork and job knowledge.

POSITION SUMMARY

The Expeditor is responsible for assisting with the delivery of food to customers. This position ensures the food orders are correct and ready for the Server to take to the customer.

PRIMARY DUTIES AND RESPONSIBILITIES include the following:

1. Gathers and organizes tickets by Server number and by table.
2. Arranges food from the grill room window per ticket.
3. Ensures consistency of food and product before handing to the Servers.
4. Completes each entrée by adding necessary condiments.
5. Maintains supplies in the window area.
6. Complies with all health code policies and regulations.
7. Assists Server in Section 3 with closing side work as needed.
8. Informs Server that their order is ready by calling Server number or name.
9. Works as a team player with other employees.
10. Maintains confidentiality of company, client and vendor information.
11. Reacts productively to change.
12. Performs other duties as assigned.

SUPERVISORY RESPONSIBILITIES

None

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, skills and/or abilities required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

EDUCATION AND/OR EXPERIENCE

High school diploma or GED is preferred; and/or equivalent education or experience in job related activities.

OTHER SKILLS

Ability to lift and carry plates of food; ability to speak, hear, see, walk, stand, reach and handle; ability to speak, read and write in English; good problem solving, analytical, interpersonal and organizational skills; good written and oral communication skills; good dexterity; excellent customer service skills; people person with positive, helpful attitude; team player; good attention to detail; ability to work under pressure and maintain a calm temperament; ability to communicate effectively with a diverse range of individuals; ability to work effectively with others and to handle multiple tasks simultaneously; ability to concentrate, think and learn.

WORK ENVIRONMENT

Position is in a restaurant/kitchen setting that involves everyday risks or discomforts requiring normal safety precautions. Environment is fast paced and loud. Position is subject to standing throughout the workday.