



## Job Descriptions

### Bartender

Responsible for mixing and serving drinks to patrons directly or through wait staff.

**Tasks:** Collect money for drinks served.

Check identification of customers to verify age requirements for purchase of alcohol.

Balance cash receipts.

Attempt to limit problems and liabilities related to customer's excessive drinking by taking steps such as persuading customers to cease drinking, or reporting to a Restaurant Manager to recommend ordering taxis or other transportation for intoxicated person.

Clean glasses, utensils and bar equipment.

Take beverage orders from serving staff or directly from patrons.

Serve wine, and bottled or draft beer.

Clean bars, work areas, and tables.

Mix ingredients, such as liquor, soda, water, sugar, and bitters, to prepare cocktails and other drinks.

Serve snacks and or food items to customers seated at the bar.

May include opening and closing responsibilities if Restaurant Manager is not present.

### **Technical Knowledge:**

Expected to be familiar with and demonstrate competence in use of the following tools: Point of Sale scanners, carbonated beverage dispensers (draught foam control devices, electronic beer line maintenance equipment, refrigerated liquid recirculation systems, soda dispensers), cocktail shakers, spirit measurers, fruit knives, julep strainers, and ice machines and accessories.

**Skills:** Requires person with good interpersonal skills who has completed and passed an official certification exam annually that is approved by the Wisconsin Restaurant Association and/or National Restaurant Association and consistent with state laws. Ideally a good listener and who is attuned to customer satisfaction.



## Job Descriptions

### Cooks

Prepare, season, and cook menu items and dishes in restaurant. May also order supplies, keep records and accounts, assist in pricing items on the menu, help plan menu, and maintain recipe file.

#### **Tasks:**

Inspect food preparation and serving areas to ensure observance of safe, sanitary food-handling practices.

Turn or stir foods to ensure even cooking.

Season and cook food according to recipes and personal judgment and experience.

Observe and test foods to determine if they have been cooked sufficiently, using methods such as tasting, smelling, or piercing them with utensils.

Weigh, measure and mix ingredients according to recipes or personal judgment, using various kitchen utensils and equipment.

Portion, arrange, and garnish food, and serve food to waiter or patrons.

Regulate temperature of ovens, broilers, grills, and roasters.

Substitute for or assist other cooks during emergencies or rush periods.

Bake, roast, broil, and steam, meats, fish, vegetables, pizzas and other foods.

Wash, peel, cut, and seed fruits and vegetables to prepare them for consumption.

Plan, prepare, and cook buffet menu (if applicable).

Maintain the quality and food stored overnight.

Present the food in a style that is consistent with the etiquette of the restaurant.

**Technical Knowledge:**

Expected to be familiar with and demonstrate competence in use of the following tools: Point of Sale scanners, commercial use ovens, cutting machinery, domestic knives, slicing machinery, and pizza oven.

**Skills:** Requires person with knowledge and techniques related to food handling and storage, knowledge of raw materials, quality controls, costs, and other techniques for effective manufacture of delicious, and consistent food items. Position also may require Food & Safety certification and license (ex – SAFE SERV).



## Job Descriptions

### Assistant Cooks

Perform a variety of food preparation duties other than cooking, such as preparing cold foods, pizza dough, brewing beverages such as tea.

#### **Tasks:**

Clean work areas, equipment, utensils, dishes, and silverware.

Retrieve food and beverage ingredients from storage.

Store food in designated containers and storage areas, to prevent spoilage.

Prepare a variety of food according to customers' orders or supervisor's instructions, following approved procedures.

Package take-out foods or serve food to customers.

Portion and wrap foods, or place it directly on plates for service to patrons.

Place food trays over food warmers for immediate service or store them in refrigerated storage cabinets.

Inform supervisors when supplies are getting low or equipment is not working properly.

Weigh or measure ingredients.

Assist cooks and kitchen staff with various tasks needed, and provide cooks with needed items.

Wash, peel and/or cut various foods to prepare for cooking or serving.

#### **Technical Knowledge:**

Expected to be familiar with and demonstrate competence in use of the following tools: Point of Sale scanners, commercial use ovens, cutting machinery, domestic knives, slicing machinery, and pizza oven.

**Skills:** Requires person with knowledge and techniques related to food handling and storage, knowledge of raw materials. The employee must also be able to lift packages up to 50 lbs. on a daily basis.



## Job Descriptions

### General Manager

Plan direct and coordinate the operations of all Ripon Restaurant Group restaurants. Duties and responsibilities include formulating policies, managing daily operations, and planning use of materials and human resources. Management responsibilities include but are not limited to, personnel, purchasing, and administration.

#### **Tasks:**

Direct and coordinate activities of businesses or department concerned with the production, pricing, sales, or distribution product.

Manage and develop employees by providing ongoing feedback, establishing performance expectations, and conducting performance reviews.

Review financial statements sales and activity reports, and other performance data to measure productivity and goal achievement and to determine areas needing cost reduction and program improvement.

Establish and implement departmental policies, goals and objectives, and procedures conferring with management, and staff members as necessary.

Determine staffing requirements, and interview, hire and train new employees, or oversee those personnel processes. Monitor businesses and agencies to ensure that they are efficiently and effectively providing needed services while staying within budgetary limits.

Oversee activities directly related to making products or providing services.

Direct and coordinate organization's financial and budget activities to fund operations, maximize investments, and increase efficiency.

Determine goods and services to be sold, and to set prices and credit terms, based on forecasts of customer demand.

Develop marketing strategies to maintain and/or exceed sales goals.

Setup and maintain an accurate inventory control system, which works with Restaurant Managers and/or vendors to ensure an effective product ordering system.

Conduct severe employee misconduct measures above and beyond the control of Restaurant Managers.

Provide strong presence in local community and high level of community involvement by restaurant and personnel.

Maintain appropriate revenue and expense goals as established by management.

**Technical Knowledge:**

Expected to be familiar with and demonstrate competence in use of the following tools: Point of Sale scanners, desktop computers, point of sale credit or debit verification kits (card readers, credit card processing terminals), and point of sale terminal workstations, inventory tracking systems, and restaurant financial statements and reports.

**Skills:** Requires person with excellent interpersonal skills who demonstrates ability to motivate and manage others to perform optimally. Ideally a good communicator who is well-organized and attuned to customer satisfaction. Previous restaurant management experience required.



## **Job Descriptions**

### **Restaurant Manager-Back of House**

This position coordinates back-of-house operations including cost control of operating supplies, purchasing, receiving, inventory management, and kitchen management; additional responsibilities include creating and executing plans for department sales, profit, and staff development.

#### **Tasks:**

Resolve customer complaints regarding food service.

Recruit and train workers in food preparation, and in service, sanitation, and safety procedures.

Maintain high standards of quality control, hygiene and health and safety.

Inspect supplies, equipment, and work areas to ensure efficient service and conformance to standards.

Control inventories of food, equipment, small ware, and liquor, and report shortages to General Manager.

Estimate ingredients and supplies required preparing a recipe and communicating inventory needs to vendor.

Observe and evaluate kitchen workers and work procedure in order to ensure quality standards and service.

Assign duties responsibilities, and work stations to kitchen employees in accordance with work requirements.

Perform personnel actions such as recommending hiring and firing of kitchen staff, and consulting with other Restaurant Managers and the General Manager regarding the same.

Analyze operational problems, such as theft and wastage, and establish procedures to alleviate these problems.

Communicate kitchen employee misconduct to the General Manager and implement necessary corrective action to delinquent kitchen employees as needed.

Maintain appropriate revenue and expense goals as established by management.

Participate in employee review process.

**Technical Knowledge:**

Expected to be familiar with and demonstrate competence in use of the following tools: Point of Sale scanners, desktop computers, point of sale credit or debit verification kits (card readers, credit card processing terminals), point of sale terminal workstations, and inventory tracking systems.

**Skills:** Requires person with excellent interpersonal skills who demonstrates ability to motivate and manage others to perform optimally. Ideally a good communicator who is well-organized and attuned to customer satisfaction.



## Job Descriptions

### Restaurant Manager-Front of House

This position coordinates front-of-house operations including daily payroll and sales bookkeeping, implementing marketing programs, and creating and executing plans for department sales, profit, and staff development.

#### **Tasks:**

Compile and balance cash receipts at the end of the day or shift.

Resolve customer complaints regarding food service.

Organize marketing activities, such as promotional events and discount schemes.

Recruit and train wait staff employees.

Observe and evaluate wait staff and work procedure in order to ensure quality standards and service.

Assign duties responsibilities, and work stations to wait staff in accordance with work requirements.

Perform personnel actions such as recommending hiring and firing of wait staff, and consulting with other Restaurant Managers and the General Manager regarding the same.

Analyze operational problems, such as theft and wastage, and establish procedures to alleviate these problems.

Prepare work schedules and coordinate any necessary schedule changes.

Communicate wait staff misconduct to the General Manager and implement necessary corrective action to wait staff kitchen employees as needed.

Maintain appropriate revenue and expense goals as established by management.

Participate in employee review process.

**Technical Knowledge:**

Expected to be familiar with and demonstrate competence in use of the following tools: Point of Sale scanners, desktop computers, point of sale credit or debit verification kits (card readers, credit card processing terminals), point of sale terminal workstations, and inventory tracking systems.

**Skills:** Requires person with excellent interpersonal skills who demonstrates ability to motivate and manage others to perform optimally. Ideally a good communicator who is well-organized and attuned to customer satisfaction.



## Job Descriptions

### Waitress or Waiters (sometimes referred to as “Servers”)

Take orders and serve food and beverage to patrons at tables in one of RRG’s restaurants.

#### **Tasks:**

Check patrons’ identification to ensure that they meet minimum age requirements for consumption of alcoholic beverages.

Collect payments from customers.

Write patrons’ food orders on slips, memorize orders, or enter order into computers for transmittal to kitchen staff.

Take orders from patrons for food or beverages.

Check with customers to ensure that they are enjoying their meals and take action to correct any problems.

Serve food or beverages to patrons, and prepare or serve specialty dishes at tables as required.

Prepare checks that itemize and total meal costs and sales tax.

Remove dishes and glasses from tables or counters, and take them to the kitchen for cleaning.

Remove menus to patrons and answer questions about menu items, making recommendations upon request.

Inform customers of daily specials.

Contribute to restaurant cleanliness by assisting with general cleaning duties during times of need (ex - clearing dishes, wiping down tables...etc.)

#### **Technical Knowledge:**

Expected to be familiar with and demonstrate competence in use of the following tools: Point of Sale scanners, desktop computers, point of sale credit or debit verification kits (card readers, credit card processing terminals), point of sale terminal workstations and printers.

**Skills:** Requires person with excellent interpersonal skills who demonstrates ability to be a friendly communicator, who is attuned to customer needs. Must possess the ability to promote or all menu items, memorize specials be efficient, dispute minor customer complaints, and display good hygiene.



## Job Descriptions

### Cleaners

Keep buildings in clean and orderly condition. Perform heavy cleaning duties such as cleaning floors, washing walls and glass, and removing rubbish. Duties may include tending furnace or boiler, performing routine maintenance activities, notifying management of the need for repairs, and cleaning snow and debris from the sidewalk.

### **Tasks:**

Monitor and check building security by performing such tasks as locking doors after operating hours, and checking electrical appliance to avoid hazards.

Service, clean and supply restaurants.

Gather and empty trash.

Clean building floors by sweeping mopping, scrubbing, or vacuuming them.

Follow procedures for the use of chemical cleaners and power equipment in order to prevent damage to floors and fixtures.

Mix water and detergents or acids in containers to prepare cleaning solutions according to packaging instructions.

Strip, seal, finish and polish floors.

Notify managers concerning the need for major repairs or additions to building operating systems.

Requisition supplies and equipment needed for cleaning and maintenance duties.

Clean windows, glass partitions, and mirrors, using soapy water or other cleaners, sponges, and squeegees.

### **Skills:**

Must be able to read and demonstrate capability to perform the physical labor required to perform the job.



## Job Descriptions

### Dishwasher

To provide guests and employees with clean and sanitized utensils, plates, glassware and equipment.

#### **Tasks:**

Provides guests and employees with clean and sanitized utensils, plates, glassware, and equipment.

Ensures dishes are sanitized and available as needed.

Keeps sanitation solution up to company codes at all times.

Sets up dish machine in the AM and closes down machine in the PM according to company procedures.

Maintains daily cleanliness and maintenance of dish machine.

Washes plates, glassware, silverware, pots/pans and kitchen utensils according to sanitation and cleaning procedures.

Places clean plates, glassware, silverware and pot/pans in specified shelves according to sanitation and cleaning procedures.

Keeps dish areas clean by sweeping, mopping floors, wiping countertops, and emptying trash.

Completes assigned prep work and beautification duties.

Trouble-shoots dishwasher machine malfunctions.

Keeps immediate supervisor promptly and fully informed of all problems or unusual matters of significance and takes prompt corrective action where necessary or suggests alternative courses of action, which may be taken.

Performs shift change and/or closing duties.

Performs all duties and responsibilities in a timely and effective manner in accordance with established company policies to achieve the overall objectives of the position.

Maintains a favorable working relationship with all other company employees and guests to foster and promote a fun and harmonious working climate that maximizes morale, productivity and efficiency.

Provides a favorable image of the Company at all times to promote its objectives and enhance public recognition of all its areas of endeavor.

**Skills:**

Must be able to clearly communicate guests' needs to servers, bussers, cashiers, and managers. Lifts and carries supplies and equipment up to 60 lbs., throughout entire shift: places these items on high and low shelves in storerooms, walk-ins, and freezers. Hazards include, but not limited to, cuts from broken glass, metal cans, burns, slipping, and tripping. Frequently immerses in hands in water. Works frequently in a hot and damp environment.



## Job Descriptions

### Delivery Driver

#### **Tasks:**

Coordinate with the production team to schedule daily deliveries and pick ups.

Remain flexible to restructure schedule as needed.

Drive vehicle to and from destinations, adhering to all traffic laws.

Load and unload delivery goods.

Comply with all OSHA safety requirements.

Maintain vehicle in good working condition and fueled readiness condition.

Ability to maintain a positive and upbeat attitude, even in heavy traffic and unusual driving conditions.

#### **Skills:**

Must be familiar with surrounding area and be able to read a map/guide and demonstrate excellent driving skills and knowledge of traffic laws. Requires knowledge of vehicle maintenance and operation, possess a valid driver's license, be of 17 years of age, and possess a good motor vehicle record.