



JOB DESCRIPTION | SUPPORT STAFF

POSITION: SUPPORT STAFF

ROLES: BUSSER, HOST, FOOD RUNNER

REPORTS TO: FOH MANAGEMENT

SUPPORT STAFF members are the foundation upon which Luna Red's service model is built. They are responsible for a wide variety of tasks, dependent on their specific assigned role for the shift. The primary roles for **SUPPORT STAFF** are **BUSSER, HOST, and FOOD RUNNER**. Most **SUPPORT STAFF** members will progress through several roles (in the above order) during their employment at Luna Red, and training is designed so that each new role builds on what has been learned in the preceding role.

SUPPORT STAFF QUALIFICATIONS:

- California Serv Safe Certification
- California Sexual Harassment Prevention Certificate
- Strong sense of urgency
- Ability to excel under pressure
- Strong ability to multitask
- High standards of excellence
- Ability to communicate clearly
- Strong attention to detail
- Stamina to work long, physically demanding hours
- Self-motivation to complete tasks and to seek out projects
- Genuine joy for hospitality
- Available to work weekends and holidays

ROLE SUMMARY: BUSSER

Under the direction of the **LEAD HOST** and the **FOH MANAGEMENT TEAM, BUSSERS** create a remarkable guest experience that begins with a welcoming and clean restaurant. They maintain an efficient and organized restaurant through maximizing seating capacity, keeping supplies and equipment stocked and ready for service, and assisting **SERVERS** with guest service whenever possible. **BUSSERS** leave a lasting impression with all guests through their professionalism, efficiency, and attention to detail.

DUTIES & RESPONSIBILITIES:

- Display exceptional knowledge about Luna Red general information, including but not limited to: hours of operation, menus/ meal periods offered, promotions, upcoming events, and managerial contacts for guest inquiries. Be familiar with sister restaurants & their happenings to be able to direct guests to them.
- Have knowledge of the history & concept of the restaurant & sister restaurants and be able to confidently guide guests to sister restaurants as the opportunity arises.
- Bus, pre-bus, and set tables with a sense of urgency and attention to detail. Prepare tables for large parties as directed by Lead Host.

- Communicate any issues, special circumstances, or reports of guest dissatisfaction promptly to **MANAGER** on duty.
- Pre-bus all empty glassware and plate ware and assist with guest needs at dining tables whenever possible.
- Prepare and deliver coffee, tea, and other beverages for guests when requested by **SERVERS**.
- Circulate throughout the restaurant or their individual assigned section to find opportunities to support other team members, and improve guest service (in other words: when you're not busy, look for work).
- Consistently perform "restroom checks", cleaning and restocking items as necessary.
- Assist with ongoing side work.
- Complete all opening and closing tasks as assigned in checklists.

ROLE SUMMARY: HOST

Under the direction of the **FOH MANAGEMENT TEAM, HOSTS** create a remarkable guest experience that begins with a warm & genuine greeting. They maintain an efficient and organized restaurant through managing guest flow, maximizing seating capacity and communicating with all employees. Hosts leave a lasting impression with all guests through their professionalism and attention to detail.

DUTIES & RESPONSIBILITIES:

- Display exceptional knowledge about Luna Red general information, including but not limited to: hours of operation, different menus/ meal periods offered, promotions, upcoming events, and managerial contacts for guest inquiries. Be familiar with sister restaurants & their happenings to be able to direct guests to them.
- Seat tables as directed by Lead Host (if present) to designated table numbers, present the guests with menus, and tell assigned server that table has been seated in their section.
- On shifts with no Lead Host: coordinate and control the seating in server sections in order to simultaneously maximize seating capacity, be discerning of guests' needs, and distribute tables as evenly among servers as possible.
- Ensure that the floor is running smoothly by making seating decisions as needed to provide remarkable service to each table.
- Take accurate reservations in Sevenrooms & effectively manage reservations and walk-ins. Modify the dining status of guests throughout the shift.
- Check reservations for notes and large parties. Communicate any special arrangements to servers or managers & support staff as needed to provide a remarkable experience for the guest.
- Communicate any issues, special circumstances, (extended wait times, cancellations, cake needing to be held in walk-in, etc.) or reports of guest dissatisfaction promptly to manager on duty.
- Maintain cleanliness and organization of front area of restaurant at all times. This includes menus, promotional material, kids' coloring sheets, etc.
- Take accurate phone messages or transfer lines to appropriate extensions.
- Bus and re-set all vacated tables in a prompt manner for them to be re-seated. Pre-bus all empty glassware and plate ware and assist with guest needs at dining tables whenever possible.
- Communicate parties of 5+ guests to BOH when they are seated.
- Communicate to BOH open menu counts during menu switch-overs between meal periods.
- Have knowledge of the history & concept of the restaurant & sister restaurants and be able to confidently guide guests to sister restaurants as the opportunity arises.
- Circulate throughout the restaurant or their individual assigned section to find opportunities to support other team members, and improve guest service (in other words: when you're not busy, look for work).
- Consistently perform "restroom checks", cleaning and restocking items as necessary.

- Assist with ongoing side work.
- Complete all opening and closing tasks as assigned in checklists.

ROLE SUMMARY: FOOD RUNNER

Under the direction of the **EXPO** and the **FOH MANAGEMENT TEAM, FOOD RUNNERS** create a remarkable guest experience by ensuring that food is properly prepared in accordance with our high standards and delivered to guests in a timely manner. They provide support to servers by inspecting all tables for the proper mise en place, cleanliness and completeness. They practice a high level of floor awareness and have exceptional knowledge of all food & beverage items. **FOOD RUNNERS** leave a lasting impression with all guests through their professionalism, knowledge and attention to detail.

DUTIES AND RESPONSIBILITIES:

- Display exceptional menu knowledge and ability to answer guest questions regarding ingredients and dietary restrictions.
- Sort tickets and run food as assigned by the **EXPO** (if present) to designated seat numbers (no auctioning off food items!) at designated tables and give guests a brief description of each menu item as it is placed.
- Inspect all tables for proper mise en place, cleanliness and completeness
- Monitor food quality and presentation standards.
- Maintain cleanliness and stock product in Food Runner station and Beverage station.
- Backwait for **SERVERS** when delivering food to their tables by taking care of any immediate guest needs before departing.
- Communicate to servers any comments or information provided by guests whenever necessary to ensure positive, memorable experience.
- Mark tables with proper heat pads, utensils, dishes, etc. for menu items ordered before delivering said items.
- Manage proper set up of bread station, coffee station, and beverage station, and keep them clean & free of clutter during service.
- Ensure that condiments are pre-portioned for meal period and that beverage station is stocked with milk, cream, lemonade, tea, sparkling water, etc.
- Have knowledge of the history & concept of the restaurant & sister restaurants and be able to confidently guide guests to sister restaurants as the opportunity arises.
- Circulate throughout the restaurant or their individual assigned section to find opportunities to support other team members, and improve guest service (in other words: when you're not busy, look for work).
- Complete all opening and closing tasks as assigned in checklists.

I, _____ acknowledge that I have thoroughly read & understand my job description & responsibilities as a **SUPPORT STAFF** team member at Luna Red.

Sign: _____

Print: _____

Date: _____