

Job Description

Job Title	Service Assistant / Barback
Level	1
Reports to	Restaurant Manager
Employment Type	Full-time/ 12-month position
Compensation	Hourly

We are looking for self-motivated and detailed oriented individuals who live our values and help bring our approaches to life. In this role you will support Servers and Bartender deliver our menu with hospitality and attention to detail. A successful Service Assistant / Barback understands the importance of teamwork and efficiency in delivering a remarkable guest experience.

Essential Responsibilities

Authentic Connections

Creates personalized moments with guests, making TDH a preferred choice

- Approaches shifts with the guest experience in mind, executing service with a smile
- Creates a hospitable environment by engaging guests using the Love our Guest routines
- Complies with safety and sanitation standards to ensure bars and dining areas are safe and service ready
- Works collaboratively with others to meet guest's needs in a timely manner
- Supports accuracy in the timely delivery of guest orders

Routine Operations

Achieves consistent quality outcomes by performing daily tasks with efficient uniformity

- Exhibits a positive attitude and can-do spirit towards our Love our House approaches
- Contributes to our operational excellence by maintain a clean, organized and stocked service station and bar
- Maintains cleanliness, organization and efficiency in performing daily operations
- Performs routine operations with attention to detail
- Holds self-accountable to meet personal and restaurant objectives
- Demonstrates stewardship of restaurant resources by supporting inventory control systems

Brand Ambassador

Embodies the brand by living the values

- Assists in creating authentic connections with guests
- Assists in creating a positive work environment
- Recognizes fellow team members with recognition tools
- Supports community relationship building
- Supports company-wide promotions, product launches and product samplings

Qualifications

- Must be at least 21 years of age
- High school diploma or equivalent preferred
- Minimum of 6 months of service experience as a food runner or barback
- Excellent customer service skills
- Demonstrated organizational skills
- Demonstrated ability to work cooperatively with other team members

- Demonstrated ability to communicate effectively with team members and guests
- Demonstrated ability to work in a fast-paced environment
- Ability to reach, bend, stop and frequently lift up to 50 pounds
- Ability to work in a standing position for long periods of time (up to 5 hours)
- Available to work all shifts, weekends and holidays