



JOB DESCRIPTION

RUNNER

Effective Date: 01.01.2018

Revision Date: 01.01.2018

Number: JD009

Version: 1

POSITION Runner

JOB LEVEL D2

DIVISION Operations

DEPARTMENT Restaurant



The above chart only reflects the current reporting lines (subject to modification upon Management decision). It does not reveal however, neither the position nor the employee's career evolution.

KEY JOB RESPONSIBILITIES

Job Summary

Under the general guidance and direction of the Outlet Manager or designate, and within the limits of the established Company's policies and procedures, the Runner is responsible for supporting the service operation while adhering to the highest possible standard of service.

Essential Duties and Responsibilities

General

- Adopt an appropriate attire that reflects the company brand image
- Comply with the company's code of conduct and ethics
- Promote the company's vision, values and model desired behaviors
- Perform tasks as directed in the pursuit of the achievement of business goals
- Offer highest levels of Service Experience and eye for details, exceeding guests' expectations

Hygiene, Safety and Security

- Familiarize self with the company health and safety standards as well as the first aid, the fire and emergency procedures and ensure compliance, communication to team members and active enforcement
 - Comply with personal and work-related hygiene standards and processes
 - Rectify hazardous situations and report them promptly
 - Ensure security incidents are reviewed and corrective measures implemented to prevent recurring incidents
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- Obtain service area assignment at the beginning of each shift
 - Clean the assigned area, prepare the service area and arrange the tables set-up
 - Know all table numbers and sections in order to deliver the correct food and beverages to the correct table number
 - Display basic knowledge of the food menu, beverages menu, ingredients in specialty food and drinks and layout of restaurant
 - Assist the waiter when needed in delivering the food and drinks orders
 - Remove dirty tableware between courses or when appropriate
 - Carry dirty plates, glasses, silverware and ashtrays for cleaning
 - Bus tables throughout shifts including filling water glasses and refilling drinks for guests
 - Assist the waiter in cleaning the tables and prepare set-up after guests' departure



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- Relay guests' complaints to floor manager
- Ensure minimum wastage, breakage and spoilage

JOB SPECIFICATIONS

E d u c a t i o n	Technical degree
E x p e r i e n c e	One (1) to three (3) years of experience in a similar role
C o m p e t e n c i e s	Languages: Fluent in Arabic, Basic English
 K n o w l e d g e	Communication
 S k i l l s	Obsessing over Guests
 A b i l i t y	Building Positive Relationship
	Driving for Excellence
	Honoring Ownership

I hereby confirm that my Job Description includes but is not limited to the above listed duties and responsibilities; and that I read carefully, understood and approved its whole content.

EMPLOYEE NAME
EMPLOYEE SIGNATURE
DATE