

approved

## **STUDENT LABOR POSITION DESCRIPTION**

### **Boone Tavern**

Most Recently Updated 03/31/99

Position Title: Student Assistant Manager.  
Must work 10 hrs/wk.

**I. Grade Level: 3-4**

**II. Description:**

**A.** The following are the essential duties for an Assistant Manager in Boone Tavern:

1. Set up the dining room for service—laying place settings, coffee, silverware.
2. Greet customers and take orders for food and drink.
3. Communicate orders to kitchen.
4. Fill orders for drinks, cold food, and side food.
5. Take cooked food from kitchen to customer.
6. Make sure customers have what they need during meal.
7. Interact with customers.
8. Bus tables and reset them.
9. Do general cleaning of the dining room.
10. Present check; possibly take payment and return change.
11. Take on some management responsibility (eg, supervising student workers) while continuing to work in dining room doing service.
12. Instruct junior and senior wait staff in set-up and service.
13. Perform other job-related duties as assigned.

**B.** The following are *possible additional* duties for this position:  
See senior wait staff here, supervising or serving a catered event.

**III. Learning Opportunities:**

**A.** If Grade 3, develop the attributes appropriate to Grade 3 positions: an understanding of the importance of initiative; awareness of job-related needs; ability to identify problems; analytical ability; problem-solving ability; and an understanding of the role of standards and leaders.

**B.** If Grade 4, develop the attributes appropriate to Grade 4 positions: an understanding of relations between individuals, institutions, and processes; comprehension of job-related values, realities, and goals; a commitment to service; and the ability to articulate and interpret observations, experiences, and understanding.

**C.** Supervising skills.

**D.** Management skills.

**E.** Punctuality and dependability.

**F.** High service orientation.

**G.** Concern/empathy for student workers under one's supervision.

**H.** Sense of Boone Tavern as a “window to the College,” the first image most get of Berea, and sense of its tradition of fine service, fine food, Mountain culture tradition, work ethic.

**IV. Basic Qualifications:**

**A.** General: Punctual and dependable, high service orientation, concern/empathy for student workers, sense of and feeling for Boone Tavern as a “window to the College,” the first image most get of Berea, and sense of its tradition of fine service, fine food, Mountain culture tradition, work ethic tradition; emerging sense of leadership among student workers.

**B.** Skill: Customer service, fine-dining service, ability to work without supervision.

**C.** Physical: Able to carry up to 25 pounds.

**D.** Academic: None.

**V. Desirable Qualifications:**

**A.** Outside experience in other management, or food service or restaurant positions.

**B.** Ability to climb stairs.

**C.** Ability to use hotel computer systems; word-processing, spreadsheet and graphics competencies.

**VI. Narrative Summary:**

Student set up, cleaned up, and maintained dining room; greeted customers and took meal orders; prepared food and served food to customers; conversed with customers appropriately; and handled customer payment. Student also managed portion of dining room and other student workers while doing these things, and instructed student wait staff in set-up and service.