



approved

## **STUDENT LABOR POSITION DESCRIPTION**

### **Boone Tavern**

Most Recently Updated 03/31/99

Position Title: Student Restaurant Manager  
Must work 15 hrs/wk.

#### **I. Grade Level: 5**

#### **II. Description:**

**A.** The following are the essential duties for a Restaurant Manager in Boone Tavern:

1. Be responsible for managing entire meal and shifts within it, or for catered meal and workers working it.
2. Supervise team leaders and all wait staff as well as kitchen staff.
3. Host and receive customers.
4. Interact with customers to inquire about meal, make personal contact to ensure quality experience.
5. Cash out cash register.
6. Counsel wait staff and kitchen staff in the event of problems with workers (lateness, performance problems, absences) and make recommendations for action.
7. Perform other job-related duties as assigned.

**B.** The following are *possible additional* duties for this position:

- A.** Handle cash and charges at the end of the shift, running cash reports.
- B.** Take disciplinary actions for student workers.
- C.** Help determine overall management philosophy of the Tavern by giving suggestions and comments to full-time managers.
- D.** Take on special projects (eg, redesign of menu or brochure, work on Website)
- E.** See that the workplace and environs are clean.

#### **III. Learning Opportunities:**

**A.** Develop the attributes appropriate to Grade 5 positions: an understanding of departmental management; taking responsibility for the effectiveness of others; an awareness of departmental and institutional relationships; teaching and instruction techniques; communication and interpersonal skills; and evaluation of workers and procedures.

- B.** Supervising skills.
- C.** Management skills.
- D.** Coaching other workers.
- E.** Punctuality and dependability.
- F.** High service orientation.
- G.** Concern/empathy for student workers under one's supervision.

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ethic.

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

- I. Value improvement process.

- J. Counseling and conflict resolution skills with workers.

- K. Basic auditing and accounting procedures and skill.

- L. Extra learning opportunities emerging from special projects.

**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, ability to provide supervision, demonstrated commitment to mission, values, priorities and organizational culture of Boone Tavern; ability to use hotel computer systems; word-processing, spreadsheet and graphics competencies.

- C. Physical: Able to carry 25 pounds.

- D. Academic: Second semester sophomore, or junior.

**V. Desirable Qualifications:**

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

- B. Ability to climb stairs.

- C. Desire to continue with a career in public service.

**VI. Narrative Summary:**

Student was responsible for entire meal and all wait staff and kitchen staff within it. Student received customers, conversed appropriately with them to ensure quality; cashed out cash register; scheduled wait staff and kitchen staff; and worked with them on personnel problems, making recommendations for solutions to management.