

Wildflower Cafe Positions

The Wildflower Cafe team contributes to bringing the magic of the Wildflower experience. Our team is a talented, reliable, diverse and a relatively drama free team. The love for what we are creating, and for each other, is key to our success..

The roles described below are the main job descriptions. It is important to understand that most of the job descriptions have overlapping duties to help one another achieve goals and success. Wildflower staff works together so that teamwork can make the dream work!

Hosts with the Most

The Hosts greet guests and answer the phone with a welcoming friendly disposition. Hosts must learn the seating and reservation policies of the Wildflower. Hosts ensure Wildflower guests have a positive dining experience from the moment they arrive or communicate to their departure. Hosts take to-go orders, reservations for dinner, provide accurate wait times for lunch and dinner, and escort customers to the dining areas. For this role memory, organizational and people skills are a plus. Hosts are also responsible for the main register, cleanliness of the lobby, bathrooms and outdoor areas. *BTW, every server has been a host*

Register and Seater are the two main Host roles.

It is important for hosts to understand ***the register*** and ***the seating*** position. During a slow season or a slow day, sometimes a host may work both positions.

Register Host: opens the Square POS cash drawer, runs the cash drawer for guest purchases of retail and gives change to servers. The register is the main person to check the voicemail, take to-go orders and greet the guests as they arrive. The register host is required to keep the host stand tidy and organized during and after shift. At the end of the shift, the register host completes the end of shift/day paperwork to close their shift.

Seating Host: The seater usually comes in 30 minutes after the register host and prepares the tables for seating. This role is equally as responsible as the register role to greeting guests and answering the phone. Seater takes guests to the appropriate table with the correct menus and silverware. Seater supports the servers with helping refill drinks, running food, bussing tables and/or getting drinks when needed. The seater is also responsible for assisting with to-go orders, getting to go drinks, desserts and salads. The seater sweeps the front porch and lobby, cleans bathrooms, manages the small trash cans outside and mops lobby on Sundays.

The duties during the shift for ***Register*** and ***Seater*** are as follows but not limited to: rolling silverware, getting retail ready for display in store, watering plants, maintaining trash outside and in bathrooms, and other miscellaneous tasks that help flow of the cafe.

Sedulous Server - *Sedulous meaning* (of a person or action) showing dedication and diligence.

A great server will go out of their way to make sure you're comfortable and having a good time. In addition to being hospitable, a good server is also attentive. A great server will be able to keep track of all their guests, even when it's hectic. Servers are responsible for learning the menu and POS system. Servers are also highly responsible for attending to, and nurturing diners with honest care to create a great experience before, during, and after their meals by helping them place, receive, and pay for their orders.

Servers ensure the timely delivery of beverages and correctly prepared foods as well as providing drink refills and excellent service by checking on their tables periodically throughout the service time, i.e. check on quality of meal, pre bussing and offering dessert timely is key.

Servers are assigned sections. They are required to do the opening and closing list for their sections, bus tables in their own sections, make salad dressings assigned to their sections as well as make their own side salads and plate their own desserts.

Servers are also required to help each other buss tables, sweeping, mopping and cleaning their sections, assisting with flowers on tables, assisting in some dish responsibilities, etc.

Wildflower servers must treat their *last table* as important as their *first table*. Wildflower policy is to seat up to 30 minutes after closing time though usually it is only up to 15 minutes after. Every server must be agreeable that even if they have not had a customer for 30 minutes plus, if guests need to be sat in their section they will uphold the policies.

If any staff, including servers, need to leave early then the early out must be approved ahead of time by Moon or management. Servers may be closing 3 hours past seating times, i.e. if hours are to stop seating at 2pm, servers may have a 5pm plus clock out time/ or if seating hours stop at 8pm then it may be a 11pm plus clock out time.

Serving is often the most sought after position because there is potential to provide service that will lead to instant gratification and great tips. Wildflower servers always initially work as a seating host and then register host to learn the Square Point of Sale system, importance of the host roles, table numbers, flow of Wildflower, menus, and how to efficiently run food. Hosts are the heartbeat of the cafe and this must be understood before serving.

KITCHEN

Dynamic Dish

The main goal of this position is to support the restaurant as a whole to operate cleanly and efficiently with the supplies needed, i.e. clean dishes and assisting in prep. Dish is a role that includes prep, backing up other kitchen positions, as well as the role of dish. When working as a dishwasher, you'll be expected to: Thoroughly wash plates, cups, silverware, cooking utensils, pots and pans, take out trash, sweep, mop, detail the dish area stations and making sure things are spic and span. Learning to back up expo is key to getting advancing to expo, sautee or grill because this is where you learn the menu and how to execute it.

Excellent Expo

Food expeditor, also called "expo" for short, is a food service professional who is responsible for coordinating food that is ordered and making sure the items are delivered promptly, prepared accurately and presented beautifully. Expeditors also play a vital role in keeping the kitchen organized and running smoothly. They are key in communication with servers, grill and sautee as well as servers and hosts. The Expo position is responsible for presenting beautifully presented appetizers, sides and entrees.

Sensational Sautee

Prep is a key role of the sautee position. The sautee role works the kitchen's flat top, sandwich press and stove top during service. This involves the preparation of meats, seafood, vegetables, pasta, sauces, sandwiches, and wraps. The sautee supports the Grill and the Expo as a key communicator and component to get beautiful plates to the guests as efficiently as possible. The sautee helps assist the grill as well as assisting in building with expo.

Go- getter Grill

Prepares, seasons and cooks meats and vegetables timely and efficiently utilizing skills in grilling, sautéing and convection oven. Performs food preparation work for service, including cutting vegetables and meats, as well as measuring, mixing ingredients, and cooking ingredients according to recipes. Good communication and leadership skills to communicate with Expo and Sautee are important.

Pay for day to day operations

Pay for day to day operations is hourly and paid weekly. We take out taxes according to local, state and federal guidelines. We use the Homebase app for our scheduling and payroll system.

Raises are based on dependability (showing up ready to work when scheduled and being available to work during holidays and busy season), trainability, efficiency, attitude, and responsibility.

Pay for Hosts to start can range from \$9 - \$10 per hour plus tips. \$12 per hour can be expected after full training and the ability to perform the seating and/or register duties without assistance. Pay higher than \$12 will be as a result of taking on increased responsibility.

Pay for Servers is \$3.33 per hour plus tips. There are no tip outs to other employees required though tip outs are appreciated if you need extra help bussing, running food, getting drinks, refills, cleaning section, rolling silverware, etc.

Pay for Dish is dependent on experience. \$10 per hour to start if there is not already recent restaurant experience and/or knowledge of how to run a grill. This position has the ability to advance to \$12 plus per hour if there is initiative taken to prep and learn the other roles. Dish usually transitions to Back up Expo during shift and /or Sautee. Dish pay raises are dependent in helping support other roles.

Pay for Expo is dependent on experience. Usually this role starts out in the dish role to learn where everything is and get familiar with the flow. If you can run expo efficiently without any assistance, pay is \$12 minimum and usually makes \$14 plus once fully trained on following prep list, recipes and expo position.

Pay for Sautee is dependent on experience. Usually this role starts out in the dish role to learn where everything is and get familiar with the flow. If you can run sautee efficiently without any assistance, pay is \$12 minimum and usually makes \$14 plus once fully trained on following prep list, recipes and sautee position.

Pay for Grill is dependent on experience. Usually this role starts out in the dish role to learn where everything is and get familiar with the flow. If you can run the grill efficiently without any assistance, pay is \$14 minimum per hour and usually makes \$15 plus once fully trained on following prep list, recipes and grill position.