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Waitstaff

Waitstaff

Waitstaff

Waitstaff

Waitstaff

Waitstaff

Waitstaff

Waitstaff

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CASCADIAN PLACE

3915 Colby Ave

Everett, WA 98201

425.339.2225

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Waitstaff



Position Description

Job Title: Waitstaff

Department: Culinary Services

Reports To: Director of Culinary Services and/or Restaurant Manager

FLSA Status: Non-exempt

EEO-1 Job Category: Service Worker

Purpose!SM

You have a complete understanding of just how important dining is to our residents – often the highlight of their day – and you strive to make them feel there's no better place to be. You develop creative ways to make mealtimes unique and memorable, and you know what residents like because you ask and you listen. You ensure residents' tastes are indulged and their suggestions implemented. You accept the challenge of delighting a variety of discriminating palates, and you recognize the role of fine dining in surprising visitors and driving sales.

Job Summary

Responsible for setting and clearing tables, taking residents food and beverage orders and serving residents in a timely professional manner.

Principle Duties and Responsibilities:

The following essential functions are the fundamental job duties of the position to be completed with or without appropriate reasonable accommodation.

- Provide a high level of customer service and promote a restaurant style dining atmosphere.
- Work closely with the culinary service director and/or executive director to keep residents satisfied with food and dining programs.
- Set tables in accordance to Atria standards.
- Serve residents and guest's beverages as requested.
- Review daily menu with residents.
- Takes and delivers accurate meal orders to residents and guests.
- Remove used or soiled plates, utensils, glasses, linen from the dining room as needed.
- Assist with preparation and execution of the Art of Atria Dining enhancement programs.
- Adhere to Quality Enhancement standards and standard food safety practices.
- Assist with preparation and execution of special events, banquets, and theme meals.
- When applicable acquaint new residents with menus, seating, and dining options and hours.
- Clean and sanitize carpet, tables, chairs, condiment containers, and equipment used in the dining room.

- Communicate resident likes and dislikes to Director of Culinary Services and/or Restaurant Manager for menu planning purposes and resident satisfaction.
- Create a strong sense of team work and cooperation among all staff.
- Attend Pre-Meal stand up held for all dining and kitchen staff.
- May perform other duties as needed and/or assigned.

Minimum Qualifications

- Basic reading, writing, and mathematical skills.
- Strong communication and teamwork skills.
- Strong organization and time management skills.
- Able to resolve problems of dissatisfied customers and/or employees.

Required Behavior

- Able to build positive and strong relationships with employees, coworkers and residents.
- Focused and dedicated to provide excellent customer service.
- Able to handle multiple jobs and priorities.
- Able to delegate and hold staff accountable efficiently and respectfully.
- Must abide by Company uniform policy.

Physical Demands

In terms of an 8 hour workday (check daily requirement for each activity):

| | | | | | | | | | |
|----------|-----------------|---------------------------------------|----------------------------|---------------------------------------|---------------------------------------|----------------------------|----------------------------|----------------------------|----------------------------|
| A. Sit | Number of Hours | 1 <input checked="" type="checkbox"/> | 2 <input type="checkbox"/> | 3 <input type="checkbox"/> | 4 <input type="checkbox"/> | 5 <input type="checkbox"/> | 6 <input type="checkbox"/> | 7 <input type="checkbox"/> | 8 <input type="checkbox"/> |
| B. Stand | Number of Hours | 1 <input type="checkbox"/> | 2 <input type="checkbox"/> | 3 <input type="checkbox"/> | 4 <input checked="" type="checkbox"/> | 5 <input type="checkbox"/> | 6 <input type="checkbox"/> | 7 <input type="checkbox"/> | 8 <input type="checkbox"/> |
| C. Walk | Number of Hours | 1 <input type="checkbox"/> | 2 <input type="checkbox"/> | 3 <input checked="" type="checkbox"/> | 4 <input type="checkbox"/> | 5 <input type="checkbox"/> | 6 <input type="checkbox"/> | 7 <input type="checkbox"/> | 8 <input type="checkbox"/> |
| D. Drive | Number of Hours | 1 <input type="checkbox"/> | 2 <input type="checkbox"/> | 3 <input type="checkbox"/> | 4 <input type="checkbox"/> | 5 <input type="checkbox"/> | 6 <input type="checkbox"/> | 7 <input type="checkbox"/> | 8 <input type="checkbox"/> |

In terms of an 8 hour workday (select the category that applies to each activity):

| On the job employees must: | Not at all | Occasionally (1/4 - 2.5 hrs) | Frequently (2.5 - 5.5 hrs) | Continuously (5.5 - 8 hrs) |
|----------------------------|-------------------------------------|-------------------------------------|-------------------------------------|-------------------------------------|
| Bend/Stoop | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| Climb | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Reach above Shoulder Level | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Kneel | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Balance | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Push/Pull | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Squat | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Crawl | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Crouch | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Lift | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| Carry | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> |

Maximum weight requirement for lifting and carrying: 25 pounds

Last Updated: 4/8/2015

Approved By: SVP, Culinary and Engage Life

Work Environment:

| Amount of Time | None | Under 1/3 | 1/3 to 2/3 | Over 2/3 |
|---------------------------------------|-------------------------------------|-------------------------------------|-------------------------------------|--------------------------|
| Wet or humid conditions (non-weather) | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| Work near moving mechanical parts | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| Work in high, precarious places | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Fumes or airborne particles | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Toxic or caustic chemicals | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Outdoor weather conditions | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Extreme cold (non-weather) | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Extreme heat (non-weather) | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Risk of electrical shock | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Work with explosives | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Risk of radiation | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Vibration | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

I have read and reviewed this job description and agree to abide by it during my employment.

Employee Signature

Date

Supervisor Signature

Date

Last Updated: 4/8/2015

Approved By: SVP, Culinary and Engage Life