



Food Runner

Direct Report: Reports directly to the Eatery Manager and Head Chef

Manager: This position reports to the head chef & kitchen manager.

Hours: This position ranges from 12-40 (+/-) hours per week depending on availability/need.

Wage: \$9.00/hour + kitchen tips

All employees must promote, work, and act in a manner consistent with the mission of Matchwood Brewing Company: Sandpoint, ID's neighborhood brewery where personal connections foster positive community change through the power of dialogue and laughter -- on delicious handcrafted beer at a time.

Responsibilities.

Food runners are essential to our eatery dishes arriving in a timely fashion and insurance that they are prepared to order and delivered with a smile to ensure guest experience is positive and valued. Food runners will work directly with the entire crew in the eatery to ensure a positive, teamwork experience.

The Food Runner.

1. Generate an efficient and timely delivery of guest meals that minimize guest wait times.
2. Learn the names and recognize regular guests, as possible
3. Perform opening, closing and side work
4. Follow sanitation policies at all times
5. Review the ordered materials for accurately into ticket items, correct any errors or substitutions, clarify specialty items such as GF, etc before delivery to the table
6. Remove used tableware between courses/guests and restock tableware, napkins, and condiments.
7. Remove empty/dirty dishes and glassware to support servers and bussers
8. Report all equipment problems and maintenance issues to the restaurant manager.
9. Clear tables after guests, wipe tables or seats with sanitization cloths
10. Promptly clean table tops, chairs, and the floor under and around tables between guests.
11. Remove used tableware between courses and restock tableware.
12. Locate items requested by guests.
13. Clean up spills or broken glassware immediately
14. Listen to and find servers to address guests' requests/complaints regarding service or orders.
15. Assist with answering phones, taking orders, and preparing orders, as needed.
16. Assist the restocking and replenishment of product and supplies as stipulated in the shift duties.



17. Attend all scheduled employee meetings and offers suggestions for improvement.
18. Coordinate with and assist fellow employees to meet guests' needs and support the operation of the restaurant.
19. Fill-in for fellow employees where needed to ensure guest service standards and efficient operations.

Experience Requirements

1. Customer service experience is a plus but not required
2. Reliable transportation to work and arrives on-time
3. Craft beer or comparable industry experience is a plus but not required.
4. Love for guest experience, service and positivity.
5. Kindness, patience, and good work ethic.
6. Able to communicate effectively with managers, kitchen and brewery personnel and guests
7. Able to reach, bend, stoop and frequently lift up to 50 pounds
8. Able to work in a standing position for long periods of time in hot/humid conditions
9. This position does **not** serve alcohol and does **not** require the individual to be 19 or older.

Technology and Materials

Dishwasher, freezers, refrigerators, mixers, blenders, choppers, cubers, dicers, graters, grinders, peelers, processors, slicers, broilers, deep fryers, griddles, grills, heat lamps, high pressure steamers, ovens, ranges, rice cookers, smokers, steamers, toasters, food warmers, scales, kitchen or food thermometers, point-of-sale terminals and workstations and inventory management systems.

Equal Opportunity

Matchwood Brewing Company is an equal opportunity employer committed to a diverse work environment. Matchwood Brewing Company provides equal employment opportunities to all employees and applicants for employment without regard to race, color, religion, gender, sexual orientation, gender identity or expression, national origin, age, genetic information, disability, or veteran status. In addition to federal law requirements, Matchwood Brewing Company complies with applicable state and local laws governing nondiscrimination in employment in every location in which the company has facilities. This policy applies to all terms and conditions of employment, including recruiting, hiring, placement, promotion, termination, layoff, recall, transfer, leaves of absence, compensation, and training.