



Urban Fusions

Job Description: Front of House and Back of House Floater

Position Summary

The Front of House (FOH) and Back of House (BOH) Floater serves as a vital, flexible team member who supports both customer-facing and kitchen operations in a restaurant setting. This dynamic role bridges communication and workflow between service and kitchen staff, ensuring a seamless and exceptional dining experience for guests. The floater adapts to changing business needs, stepping in wherever assistance is required, and upholds the restaurant's standards of quality, hospitality, and cleanliness.

Key Responsibilities

- Provide support to FOH staff by greeting guests, assisting servers and hosts, refilling beverages, bussing tables, and resetting dining areas.
- Assist BOH operations by performing basic food preparation, organizing storage areas, and supporting dishwashing and cleaning tasks.
- Act as a liaison between the FOH and BOH teams, relaying orders, communicating special requests, and ensuring that food is delivered promptly and accurately.
- Monitor guest satisfaction by responding to needs and communicating guest feedback to management.
- Maintain restaurant cleanliness by following cleaning checklists, sanitizing surfaces, and ensuring compliance with health and safety standards in all areas.
- Assist in opening and closing procedures for both FOH and BOH
- Adapt to a variety of roles, such as food runner, busser, prep cook, dishwasher, or expeditor based on flow and business need.

Required Qualifications & Skills

- Previous experience in restaurant or hospitality preferred but not required; willingness to learn is essential.
- Excellent communication and interpersonal skills.
- Ability to work in a fast-paced, physically demanding environment.
- Strong attention to detail and multitasking abilities.
- Flexibility to work a variety of shifts, including nights, weekends, holidays and special events.
- Knowledge of basic food safety and sanitation guidelines.
- Positive attitude, professionalism, and reliability.
- Ability to stand for extended periods and lift up to 30 pounds.

Personal Attributes

- Adaptability: Quickly shifts between FOH and BOH responsibilities based on operational needs.

- Teamwork: Collaborates with staff across all departments, supporting a unified approach to service.
- Customer Service: Engages with guests in a friendly and attentive manner, ensuring their needs are met.
- Problem-Solving: Addresses challenges calmly and resourcefully, finding solutions that benefit both guests and team members.
- Time Management: Prioritizes tasks efficiently, balancing multiple responsibilities with composure.
- Initiative: Proactively identifies areas where help is needed and steps in without prompting.

Physical Requirements

- Frequent standing, walking, bending, and reaching.
- Ability to carry and lift trays, dishes, supplies, and equipment up to 30 pounds.
- Working in variable temperatures, including hot kitchens.
- Wearing appropriate uniform and adhering to restaurant grooming standards.

Compensation

Starting pay is \$17.50+ depending on experience. Bi-annual performance and attendance reviews.