

## Augie's Food Runner

**Department:** FOH  
**Reports to:** GM & AGM  
**Members of your team:** [Bartenders](#), [Servers](#), [Bar backs](#), [Hosts](#)

### Opening Statement

The role of food runner is critical to the service mission at Augie's. In this role, you'll be responsible for getting food and drink items to the correct guest & table, efficiently and correctly, while engaging in a brief but positive way with every guest. You've read and agree with the general [FOH Employment Info](#) document.

### Job Description

You've read Augie's [Mission & Vision](#), and you want to live it every shift. The food runner interfaces with the BOH staff and FOH to ensure that correct food and drink items are delivered to the guest at the correct time, based on service standards. The food runner is trained by the CDC & Sous Chef to be the final eyes for all dishes, and is the last step in Quality Control prior to the guest receiving their food/drink. The Food Runner is trained by the GM & AGM to do their part in creating an amazing service experience for our guests.

The food runner is trained to use the expo line KDS (as part of the Toast POS system), and is also trained to properly garnish as directed by the CDC/Sous Chef. The food runner lives and breathes the motto of 'full hands in/full hands out' at all times. The food runner is part of the FOH team, and plays a role in keeping the entire FOH sparkling clean and welcoming at all times.

### Compensation

The role of Food Runner is critical to the successful operation of the restaurant, and is compensated accordingly. Hourly wage plus your share of the [Tip Pool](#).

### Meetings

The Food Runner is expected to be part of and contribute to the daily FOH pre-shift meeting.

### General responsibilities:

- Perform all reasonable requests from the management team.
- Attend and participate in all scheduled meetings and training sessions.
- Follow proper time-keeping policies and procedures. You are always on time.
- Know and follow all company emergency and safety procedures.

### Standards:

- Always practice company culture.
- Protect assets of the property.
- Maintain professional appearance and behavior when in contact with guests and associates.
- Follow policies and procedures in training manuals and associate [handbook](#).
- Always remember we are in a partnership with our guests, fellow associates and owners to provide quality service and profitability.
- Have a current valid [CA Food Handler's Card](#) & [sexual harrassment prevention](#) training, along with a current [ABC Responsible Beverage Service certification](#).