

## Delta Diner 2023 Flow Position

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### *Compensation:*

Starting Wage:	\$15 per hour
Completion Bonus:	\$2 per hour retroactive at end of contract
Benefits:	50% shift meals, gas reimbursement, HSA contribution at end of contract
Contract Period:	April 1 – October 31, 2023
Note:	Work may be available during off-season contract period November 1 – March 31

### *Job Description:*

- The primary job of Flow at the Delta Diner is crowd control and management of the door through greeting every single customer, at the door entrance, in a welcoming manner as well as organizing and communicating with groups.
- The Flow manages the influx of customers by efficiently filling seats in the Diner and correctly estimating wait times based on practical knowledge of both server and cook line needs. Following all systems and procedures while collaborating closely with other team members assures success!
- The Flow is a primary communicator. A Flow's communication with customers directly impacts their first impression, perception, and attitude towards the Delta Diner brand.

### *Responsibilities:*

#### Crowd Control - Customer Service

Firm but friendly communication and direction of customers regarding organization and wait time. Setting up tables, greeting and seating customers, delivering checks, point of sale operation, and assisting servers.

#### Brand Ambassador/ Relationship Marketing

Utilizing Delta Diner systems, processes, and culture to communicate brand and retail opportunities to our customers. Starting/growing relationships through personal and sincere interaction with customers.

#### Floor Management

Communication with servers and cook line to efficiently fill and turn tables and counter stools while assuring a positive customer experience for our customers.

#### Closing/Opening Duties

Thoroughly completing all opening and closing duties in a timely and efficient manner.

### *Skills:*

Cheerful outlook, multitasking, prioritizing, assertiveness, efficiency, interpersonal communication

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