

SERVER

Job Description

Reports to: Director of Food & Beverage

Summary of Position:

Each server's primary objective is to show our guests such a marvelous time that they will want to return again and again. Provide friendly, attentive, and timely service to create an exceptional dining experience for all of our guests.

Duties & Responsibilities:

- **Maintains a Guest focus while performing duties**
- Assumes 100% responsibility for quality guests' experience
- Welcome and greet guests within one minute. Make all our guests feel special and let them know you're there to personally take care of them
- Inform guests of specials and menu changes.
- Make specific beverage, appetizer, entrée, and dessert recommendations you genuinely feel your guests will enjoy
- Answer questions about our food, beverages and other restaurant functions and services.
- Take food and beverage orders from guests, enter orders in our point-of-sale system before taking item to the table.
- Deliver food and beverages from kitchen and bar to guests in a timely matter
- Pre-bus tables between each course.
- Perform side work during each shift as required by service station assignment.
- Complete opening and closing checklists.
- Maintain clean and stocked service and dining areas.
- Monitor and observe guests dining experience. Ensure guests are satisfied with the food and service. Respond promptly and courteously to any requests.
- Provide proactive beverage and bread refills
- Prepare final bill, present check to guest, accept payment, and process through the POS system.
- Return change to the guest quickly.
- Be ready and willing to assist fellow servers before they ask.
- Thank guests for their visit and invite them to return.
- Attends all scheduled employee meetings and brings suggestions for improvement.
- Notify manager-on-duty any time a guest is not 100% satisfied with their experience

Qualifications:

- Be 18 years of age.
- Must possess a positive attitude and work well with other team members
- Be able to communicate and understand the predominant language(s) of our guests.
- Must be able to work beginning at 4:00 pm
- Must have the ability to handle money and operate a point-of-sale system.
- Be able to work in a standing position for long periods of time (up to 7 hours).
- Be able to safely lift and easily maneuver trays of food frequently weighing up to 20 to 25 pounds
- Be willing to follow direction and ask questions for clarification if needed.
- Be able to work in a fast paced restaurant environment

Uniform Requirements:

- Clean black non-slip shoes (must say non-slip on shoe)
- Black socks must be worn
- Clean black pressed slacks
- Clean black polo style shirt (provided)
- White or flesh tone under garments must be worn
- Clean white apron (provided)
- Hair must be a naturally occurring hair color
- Long hair must be pulled back and restrained
- No more than two earrings per ear (no other piercings visible)
- No visible tattoos
- No more than two no obtrusive rings per hand
- Fingernails must be one solid color (no dark or extreme colors permitted)
- Cologne & perfume cannot be overpowering
- Deodorant must be worn
- No more than two conservative bracelets per wrist
- Males: Facial hair is permitted but must be well groomed
- Quality inn Name badge below left shoulder