

Job Description

Title: SERVER

Reports to: Restaurant Manager

Summary of Position:

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

Duties & Responsibilities:

- Welcome and greet guests. Make all our guests feel comfortable and let them know you're there to personally take care of them.
- Inform guests of specials and menu changes.
- Make 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 which relays orders to the kitchen and bar.
- Deliver food and beverages from kitchen and bar to guests in a timely matter.
- Perform side work at the start and end of each shift as required by service station assignment.
- Maintain clean service areas.
- Monitor and observe guests dining experience. Ensure guests are satisfied with the food and service. Respond promptly and courteously to any requests.
- Prepare final bill, present check to guest, accept payment, process credit card charges or make change (if applicable).
- Be ready and willing to assist fellow servers as situations arise.
- Clear, properly clean, and set tables between uses.
- Thank guests for their visit and invite them to return.
- Be available to fill in as needed to ensure the smooth and efficient operation of the restaurant as directed by the restaurant manager or immediate supervisor.
- Adhere to all applicable laws when serving alcohol.
- Assist in training new employees as required.

Qualifications:

- Be able to communicate and understand the predominant language(s) of our guests.
- Excellent customer service skills and the ability to exceed customer expectations.
- Ability to work efficiently in a fast -paced environment.
- Strong work ethic, with a willingness to take initiative.
- Maintain a confident and outgoing demeanor with a good attitude toward teamwork.
- Must have a basic knowledge of dining room and service procedures and functions.
- Flexibility to work a variable schedule, including evenings and weekends.
- Possess basic math skills and 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 8 hours).
- Be able to safely lift and easily maneuver trays of food frequently weighing up to 25 pounds.
- Must be 18 years or older

Print Employee Name: _____

Employee Signature: _____ Date: _____