

SERVER

SERVER JOB EXPECTATIONS

Applicants are expected to have 1-2 years experience. Responsible for exceeding guests' expectations by providing efficient, friendly guest service. Teamwork, enthusiasm, food and wine knowledge, the ability to multi-task and a high energy level are necessary for success in this position.

Essential Functions

- Accurately record and account for all items ordered, process payments, and balance all sales/receipts in compliance with restaurant policies and procedures
- Available to work a variety of hours, days and shifts, including weekends and holidays
- Effectively service a 3-6 table section
- Safely and effectively transport food or beverages to a table of three in a single trip
- Safely and effectively use and operate all necessary tools and equipment
- Ability to effectively communicate in order to perform and follow job requirements in written and spoken direction
- Ability to multi-task calmly and effectively in a busy, stressful environment
- Work in a confined, crowded space of variable noise and temperature levels
- Able to move and lift up to 10 pounds, frequently move and/or lift up to 25 pounds, and occasionally move and/or lift up to 50 pounds
- Ability to stand and walk for an entire shift and move safely through all areas of the restaurant, which may include stairs, uneven or slick surfaces

Key Responsibilities and Duties

- Ensure the overall guest experience exceeds expectations and anticipate guests' needs
- Greet guests with a warm, sincere smile
- Use tact and good judgement when dealing with guest challenges and respond to guest needs with patience and courtesy
- Understand and respond knowledgeably to questions about the restaurant and menu
- Use sales techniques to present and encourage current promotions to guests
- Follow all steps of service
- Understand and follow the food allergy procedure and special orders/restrictions
- Proficiency in the use and operation of all necessary tools and equipment, including the POS system and Frequent Diner, Gift Card and Credit Card terminals
- Comply with all safety and sanitation guidelines and procedures
- Successfully complete alcohol awareness training
- Follow all rules, policies, procedures and conditions of employment, including those outlined in the Employee Handbook
- Get along well with others and be a team player
- Other duties will be assigned as needed