

# Job Description

**Title:** FOOD SERVER

**Reports to:** F&B Manager

## **Summary of Position:**

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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:**

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- 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.
- Up-sell food & beverage items using suggestive selling techniques.
- Answer questions regarding regions where food products come from, how food is prepared.
- Describe in detail tastes and textures.
- Answer questions regarding wine list, where wine comes from the vintage and the aromas & flavors of the wines.
- 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.
- Be ready and willing to assist bus person with clearing and resetting tables.
- 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.
- Accurately record reservations.
- Wash dishes as assigned by manager, in the absence of a dishwasher and/or during slow periods.
- Keep restrooms clean and stocked with necessary supplies
- Change kegs when needed.
- Clean and organize salad, soup and bread stations.

### **Qualifications:**

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- Be able to communicate clearly and understand the predominant language(s) of our guests.
- Basic knowledge of food presentation, preparation and handling.
- Must have a minimum of 6 months experience as a server in a comparable restaurant.
- 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 6 hours).
- Be able to safely lift and easily maneuver trays of food frequently weighing up to 20 to 25 pounds.
- Punctuality and regular and reliable attendance.
- Honesty and Integrity

By signing this document, I acknowledge that I fully understand my job duties and will carry them out as assigned.

Print Name: \_\_\_\_\_

Signature: \_\_\_\_\_ Date \_\_\_\_\_