

Job Description

Title: SERVER

Reports to: Assistant 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.
- Be ready and willing to clear and reset 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, this may include occasional help with cleaning or washing table linens.
- **OBTAIN KNOWLEDGE ABOUT SPECIAL EVENTS SO THAT YOU CAN SELL THEM TO GUESTS!**

- Acquire knowledge about art work, sculpture, and garden plants so that you can discuss them intelligently with guests.
- Arrive to work in proper uniform, clean & pressed, 10 minutes before shift starts.
- Work occasional concert shifts in our upstairs ballroom, these can be late nights, no more than 4 per month will be required

Qualifications:

- Be able to communicate and understand the predominant language(s) of our guests.
- Must have a basic knowledge of dining room and service procedures and functions.
- 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 5 hours).
- Be able to safely lift and easily maneuver trays of food frequently weighing up to 20 to 25 pounds.