

Job Description

Title: SERVER

Reports to: General Manager

Overtime: Non-Exempt

Summary of Position:

Each server's primary objective is to fulfill and exceed guests' expectations by providing friendly, attentive service to create an exceptional dining experience so that they will want to return again and again.

Duties & Responsibilities:

- Welcome and greet guests. Make all our guests feel comfortable and let them know he is there to personally take care of them.
- Inform guests of specials and menu changes.
- Make recommendations that genuinely feel our 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 makes change (if applicable).
- Assist fellow servers as situations arise.
- Assist bussers with clearing and resetting tables.
- Thank guests for their visit and invite them to return.

- Fill in as needed to ensure the smooth and efficient operation of the restaurant as directed by the manager on duty.

Qualifications:

- Be able to communicate and understand English.
- Must have a basic knowledge of dining room and service procedures and functions. Experience is a plus.
- 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 40 pounds.