



B. HOSPITALITY CO

JOB DESCRIPTION

TITLE: SERVER

REPORTS TO: GENERAL MANAGER

FLSA: NON-EXEMPT

POSITION OBJECTIVE: The server is accountable for providing food and beverage services to customers in a friendly, efficient, and professional manner to ensure a positive experience for all customers.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Greets customers upon arrival.
- Presents menus/wine lists to customers and describes all daily specials.
- Possesses and maintains thorough knowledge of all beverage selections available and knowledge of all menu items, preparation method/time, ingredients, sauces, portion sizes, presentation, and prices.
- Takes food and beverage orders accurately and courteously; responds to customers' questions regarding food and beverage items.
- Opens/presents/pours wines in a professional manner as needed.
- Writes accurate tickets for food and beverage items; turns tickets into kitchen/bar in a timely manner; coordinates with kitchen staff to clarify any special requests.
- Maintains complete knowledge of and strictly abides by state liquor regulations; verifies legal drinking age of customers as needed.
- Reviews food order for accuracy and presentation prior to delivering to customer; coordinates with kitchen staff to rectify any deficiencies.
- Refills customers' beverages as requested; monitors customers during meals to provide for all needs.
- Suggests desserts to customers at completion of meal; accurately takes and delivers dessert orders.
- Delivers bill to customers upon meal completion.
- Handles purchasing transactions, which include operating cash register and accounting of daily sales.
- Receives payment from customers; makes change as needed; issues receipts.
- Maintains cleanliness and sanitation at all times; performs closing clean-up duties.
- Resolves customer problems/complaints; utilizes own best judgment in resolving issues or refers to management as needed.
- Assists other staff members as needed to ensure optimum service to all customers
- Upholds company safety and sanitation requirements to ensure the health and safety of our customers and employees.
- Performs other duties as assigned by Supervisor.

QUALIFICATIONS/SKILLS:

- Strong organizational skills; ability to manage priorities and workflow.
- Versatility, flexibility, and a willingness to work within constantly changing priorities with enthusiasm.
- Excellent customer service skills.
- Good judgment with the ability to make timely and sound decisions.
- Creative, flexible, and innovative team player.
- Bilingual skills a plus.
- Professional appearance and demeanor.
- Ability to effectively communicate with people at all levels and from various backgrounds.
- Ability to work extended periods of time standing.

EDUCATION AND/OR EXPERIENCE:



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- High school diploma or GED preferred
- 2-4 years in a restaurant serving position in an upscale