



Position Title: **Server**

Department: **Food & Beverage**

FLSA Status: **Non-exempt**

Reports To: **F&B Director/TBD**

POSITION SUMMARY:

The main function of the food and beverage server is to provide the guests with personable, knowledgeable and efficient service of all food and beverage items.

ESSENTIAL FUNCTIONS:

- Greet patrons, present menus, inform of any specials, make recommendations and answer questions regarding food and beverage items.
- Take food and beverage orders and relay to kitchen and bar staff in a timely fashion.
- Understand and be knowledgeable of menus and wine lists.
- Provide friendly, personal service to guests.
- Serve all food and beverage orders efficiently using proper techniques.
- Ensure guest satisfaction and report any problems or concerns to floor supervisor.
- Present guest check and process cash, comps, credit or debit payments in Micros accurately.
- Ensure that the dining room is properly set, cleared and re-set throughout the entire shift.
- Ensure the dining room, outside picnic tables and server station are always clean and tidy.
- Ensure closing and opening duties are complete.
- Interact with all team members in a professional and courteous manner.
- Attend all employee meetings unless excused in advance.
- Be knowledgeable of hotel property, amenities, promotions and activities.
- Adhere to uniform policy as assigned to position.
- Other duties may be assigned.

SPECIFIC JOB KNOWLEDGE, SKILL AND ABILITY:

The individual must possess the following knowledge, skills and abilities and be able to explain and demonstrate that he or she can perform the essential functions of the job, with or without reasonable accommodation, using some other combination of skills and abilities.

Education:

- High school diploma or equivalent.

Experience:

- At least one year of foodservice experience in a hotel, restaurant, bar or other high-volume outlet.

Skills:

- Knowledge of restaurant operations including culinary, food safety, and beverages.
- Knowledgeable of various computer programs, Micros experience preferred.
- Excellent interpersonal and communication skills.

- Must have a strong commitment to customer service.
- Basic skills in math.

Other:

- Must be 18 years or older.
- Must possess Serve Safe certification.
- Requires the ability to work a flexible schedule, including days, nights, weekends and holidays.

This job requires ability to perform the following:

- Ability to walk, stand and/or bend, pull and/or push continuously to perform essential job functions.
- Ability to lift up or to carry 35 pounds and lift lighter objects overhead.
- Ability to have finger, wrist and arm dexterity for repeated use of registers, paperwork, computer keyboard, stapler, and telephones; and handing silverware, glassware, plates and trays.
- Ability to communicate in English, both orally and in writing with guests and employees.
- Ability to work under pressure and deal with stressful situations during busy periods.
- Ability to see and hear to detect and respond to emergency situations.