



SERVER DESCRIPTION

Description:

Server will greet, seat, and escorting guests to tables. Provide menu recommendations and additional information to customers. Take and serve customers. Providing exceptional customer experience. Serve as example and lead to other front of house servers. Execute on customer service standard of excellence as set forth by Cuba 1918 ownership.

Essential Functions:

- Responsible for adhering to the service style of the restaurant and standard operating procedures including safety and sanitation expectations
- Ensure the restaurant Front of House runs efficiently, to include but not limited to: keeping the dining room clean and orderly, the plastic/glassware and serving ware spot-free, and extras such as ice, drinks, store items, sugar, sugar substitutes, salsa and salt/pepper stocked for the oncoming shift or cleaned out at closing
- Prepare restaurant tables with special attention to sanitation and order
- Greet customers upon entrance
- Present restaurant menus and help customers select food/beverages
- Take and serve orders
- Answer questions or make recommendations for complementary products
- Collaborate with other restaurant servers and kitchen/bar staff
- Deal with complaints or problems with a positive attitude
- Issue bills and accept payment
- Stocks pantry station fully before the shift.
- Setup, operate, break down, and clean all front house equipment.
- Must have knowledge of proper handling of all chemicals used in the building.
- Consistently uses all prep tools and equipment according to safety guidelines.
- Operates the POS system.
- Ability to learn restaurant menu and recipes and have the ability to communicate the modification of orders according to customer's needs.
- Stocks and organizes daily or weekly deliveries.
- Wash dishes, sweep/mop floors, clean and maintain equipment, sanitize utensils, and maintain all areas of the restaurant.

Knowledge, Skills, & Abilities:

- Knowledge of food and beverage preparation, guest relations, service styles and etiquette such as appropriate table settings, the order of service ware and wine service is required.
- High school graduate or equivalent.
- Reading, writing, and math skills required. Must be able to speak clearly and listen attentively to employees and management.

- Understanding of English language.
- Ability to work in a team environment.
- Ability to multi-task in a fast-paced environment.

Competencies:

- Must have problem solving abilities, be self-motivated and organized.
- Must be committed to quality service.

Working Conditions:

- Must be able to stand and walk for periods of four to ten hours in length each shift.
- Must be able to reach, bend, balance and transport various objects weighing up to 50 lbs repeatedly during a shift.
- Must be able to hear with 100% accuracy with correction.
- Must be able to see at 20/20 vision with correction.

Disclaimer:

The preceding job description has been designed to indicate the general nature and level of work performed by employees within this classification. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities, and qualifications required of employees assigned to this job.

Job Types: Full-time, Part-time

Pay: From \$12.00 to \$20 per hour pay (includes tips)

Experience level:

- 2 year

Restaurant type:

- Quick service restaurant & catering operations

Weekly day range:

- Weekday and Weekend availability

Education:

- High school or equivalent (Required)

Experience:

- Customer Service: 2 year (Required)

Work Location: Cuba 1918, 2809 W Southcross, San Antonio, Texas and at times, special events off-site