

Job Description for Server



Immediate Supervisor: Bar Manager
Department/Team: Service Team (Bar Staff)

Last Updated 4/2020

The position of Server is to oversee, enhance and ensure a pleasant experience for our guests. The Server must maintain a positive and respectful relationship with team members, engage with guests in a professional and dignified manner, and inform management of potential service and product issues before they arise. The Server performs opening duties to prepare for service, and closing duties at the end of the shift. The Server must employ sound judgment to establish whether to take guests' orders swiftly or to allow them time to relax.

It is expected that the Server will value our patrons as if they were guests in the Server's home, and take pride in your work.

List of Essential Job Responsibilities:

- Introducing yourself to guests, and informing them of special offers and stock shortages before they select items off the menu.
- Ensuring beverages are served swiftly and replenished continuously.
- Ensuring accuracy when entering orders into point of sale (POS) system.
- Following up on food and beverage orders.
- Checking on guests to establish satisfaction with product and overall experience, and providing management with feedback.
- Issuing guests with their check on request, and greeting and thanking them sincerely on departure.
- Assist Kitchen Staff, as needed, including but not limited to expediting food to patrons.

Education and Experience:

- High School Diploma or equivalent preferred.
- 1+ years work experience in upmarket or high volume restaurant.
- 1+ years work experience in food and beverage industry.

Minimum Physical Requirements:

- Ability to stand and walk for extended periods.
- Ability to lift up to 25 pounds.

Additional Requirements:

- Minimum age to serve alcohol.
- Maintain up-to-date PLCB's RAMP certification.
- Proficient with maintaining solid customer base.
- Excellent verbal communication skills.
- Outstanding people skills.
- Well-groomed, professional appearance.
- Available to work shifts, extended hours, over weekends and holidays.
- Proficient time-management skills.

This job description is not designed to cover or contain all activities, duties or responsibilities that are required of the employee. Duties, responsibilities and activities may change or new ones may be assigned at any time based on the needs of the company with or without notice.

Employee Signature: _____

Date: _____