



Job Description

Position:	Restaurant Server	Department:	Retail
Reports To:	Restaurant Manager	FLSA Status:	Non-Exempt

Position Summary

Restaurant Servers deliver excellent customer service to patrons by providing information to help with food and beverage selections, presenting ordered choices and maintaining dining ambiance.

Essential Functions/Responsibilities

1. Prepares restaurant for dining by setting tables with condiments, napkins and utensils
2. Protects restaurant and patrons by adhering to sanitation, safety, and alcohol beverage control policies
3. Helps patrons select food and beverages by presenting menu; offering beverages; suggesting courses; explaining specials and answering food preparation questions
4. Transmits orders to the kitchen by recording patrons' choices; identifying patrons' special dietary needs and special requests
5. Keeps kitchen staff informed by noting timing of meal progression
6. Serves orders by picking up and delivering patrons' choices; delivering accompaniments and condiments
7. Responds to additional patron requirements by inquiring of needs; observing dining process
8. Maintains table setting by removing courses as completed; replenishing utensils; refilling water glasses; being alert to patron spills or other special needs
9. Concludes dining experience by acknowledging choice of restaurant; inviting patrons to return
10. Obtains revenues by totaling charges; issuing bill; accepting payment; delivering bill and payment to host when necessary; returning change or credit card and signature slip to patrons
11. Process register transactions and handle currency; responsible for accuracy in cash handling, check, credit card, and all other acceptable forms of patron payment
12. Contributes to team effort by accomplishing related results as needed
13. Works well under pressure and within time limits
14. Addresses patrons in a friendly manor by smiling and using language that welcomes them and thanks them for being a guest at our restaurant
15. Provide patrons with quick and accurate service in all areas of the restaurant; responsible for quality, consistency, and accuracy
16. Ensure restaurant is prepared at all times by restocking product, checking equipment, and straightening/cleaning the restaurant and dining areas
17. Follow company policies and established operational procedures defined by management
18. Operate within the highest level of honesty and integrity; report any honesty or integrity violations to the Restaurant Manager or Human Resources
19. Follow all Safety and Security policies and report any and all unsafe conditions

Non-Essential Functions/Responsibilities

1. May assist with preparing meals and front-of-house duties as needed
2. Performs other duties and responsibilities as requested by authorized personnel

Qualifications

Education/Training Requirements

- High school diploma or equivalent desired

Experience Requirements

- Prior restaurant server experience desired

Licensing Requirements

- None

Skills/Abilities Requirements

- Excellent customer relations skills, a positive attitude and high energy level
- Effective verbal communication and conflict resolution skills
- General math and comprehension skills
- Enjoys working in a fast-paced environment
- Ability to learn to efficiently use the cash register and restaurant equipment
- Motivated self-starter that is willing to work as part of a team. Strong work ethic required.

Physical Demands

Stationary Position	Must be able to maintain a stationary position for 2-4 hours
Operate	Frequently operates a cash register, credit card machines, and food service equipment
Move	Frequently move for about 8-10 hours per day around the restaurant to serve patrons, stock shelves and clean
Transport	Frequently moves 10 - 50 pounds from kitchen to table; floor to shelf or shelf to cart
Reach	Able to reach over head occasionally to place and remove items on top shelves
Positions self	Able to bend, kneel and squat frequently to position oneself to clean, mop floors, and stock restaurant supplies
Ascend/Descend	Able to climb an extension ladder or step stool occasionally
Communicate	This position frequently communicates with customers in the process of accepting patron orders or answering questions. Must be able to exchange accurate information in these situations
Exposed to	Frequently works in freezer area and around hot items such as fryers. Exposed to a variety of food products including nuts, berries and seeds

Acknowledgement

I have read and understand the job description for my position. I am able to perform all the essential functions for this position. I understand that management has the right to assign or reassign duties and responsibilities to this job at any time.

I agree to comply with the company handbook and all laws, rules, regulations and standards of conduct relating to my position. As an employee, I understand my duty to report any suspected violations of the law or standards of conduct to my immediate supervisor. I will strive to uphold the mission and vision of the organization.

Employee Signature

Date

Employee Name (Printed)