



## Server Job Description

Reports to: General Manager

### Summary of Position:

Each server's primary objective is to fulfill and exceed guests' expectations by providing friendly, attentive service, creating an exceptional dining experience so that they will want to return again and again.

### Duties & Responsibilities:

- Welcome and greet guests. Make all our guests feel comfortable and let them know you are there to personally take care of them.
- Inform guests of specials, 86 Items, and menu changes.
- Make recommendations that you genuinely feel our guests will enjoy.
- Answer questions about our food, beverages, and other restaurant functions and services. You are expected to have a working knowledge of all menu items and services that we offer.
- Take food and beverage orders from guests, enter orders in the point-of-sale system.
- Deliver food and beverages from kitchen in a timely manner. Fill drink orders quickly and keep drinks refilled throughout the meal.
- Make sure food coming from kitchen is correct, complete, and is presented well before delivering to customers. Correct any mistakes in a timely manner.
- Promote any upcoming events/specials.
- Perform side work at the start and end of each shift as required.
- Maintain clean service areas.
- Monitor and observe guests' dining experience. Ensure guests are satisfied with food and service. Respond promptly and courteously to any requests. Inform manager on duty of any dissatisfied guests so their concerns can be addressed and alleviated while they are still in the restaurant.



- Always maintain a professional courteous attitude when confronted with hostile, impatient, or irate guests. When necessary involve manager to resolve issues with unhappy guests, prior to them departing the restaurant.
- Prepare final bill, present check to guest, accept payment, process payments (host/manager will process cash) or make any changes (as necessary).
- Assist fellow servers as situations arise, with the goal of providing top service.
- Clear, clean, and reset tables.
- Maintain daily completion of server checklists.
- Clean front of house nightly and reset restaurant for next day as needed.
- Thank guests for their visit and invite them to return.
- Obtain server area assignments from the host/hostess at the start of each shift.
- Fill in, as needed, to ensure the smooth and efficient operation of the restaurant, as directed by the host/hostess or manager on duty.
- Show respect and kindness when dealing with fellow employees.

#### Qualifications:

- No previous restaurant experience or training required. On the job training will be provided. Must have a basic knowledge of dining room and service procedures and functions. Experience is a plus.
- Must be a team player.
- Must have excellent interpersonal skills and confidence.
- Be able to work in a standing position for long periods of time (up to 8 hours).
- Must have exceptional grooming habits.
- Ability to work in a fast paced environment.
- Possess basic math skills and have the ability to handle money and operate a point-of-sale system.
- Be able to safely lift and easily maneuver trays of food frequently weighing up to 40 pounds.
- Have a WV Food Handlers Card.
- Demonstrate a self-motivated personality/self-starter work ethic.
- Be flexible and willing to assist as needed to ensure all restaurant standards are met.