

Server Job Description

Objective: To represent the highest standard of excellence in guest service.

Reports to: Team Leader, Manager

Specific Expectations: The primary purpose of the position is to maintain excellent service and guest satisfaction. Servers performing their jobs on a daily basis are required to be detailed in every aspect of their work. The Server will ensure all needs and wants of guests are met beyond average expectations. The Server will adhere to all rules and guidelines as set to all department personnel.

Opening Duties:

1. Sign in on the assigned timesheet, and check the communications binder or board for information regarding the pending shift;
2. Check with the Captain for details and a function briefing and BEO review;
3. Check all tables in the assigned section to ensure appropriate place settings are made;
4. Ensure all supplies for the function are present and in good order at their respective work stations.

Shift Duties:

- ✓ Adhere to all MLCC regulations governing the service of alcohol, that are appropriate to the position and all other government codes and regulations;
- ✓ Anticipate and tend to all guest needs;
- ✓ Assist with the development of cost control systems to reduce waste in food, supplies, and labour;
- ✓ Before taking the order from the kitchen, inspect each plate and sign off for appearance and correctness;
- ✓ Collect and distribute glassware as required;

- ✓ Consistently observe to ensure all operations run smoothly;
- ✓ Greet all guests in a polite manner;
- ✓ Pour wine, coffee, and other beverages (as allowed by MLCC regulations);
- ✓ Remove used and dirty dishes, glasses and cutlery;
- ✓ Replenish supplies on tables and in work stations throughout the shift;
- ✓ Serve meals and drinks as assigned;
- ✓ Set up meal preparations as per contract requirements.

Closing Duties:

1. Collect all unused and clean place settings, glassware and cutlery, and store in the appropriate places;
2. Ensure all materials and equipment are cleaned and stored properly and securely;
3. Remove all dirty linens and return to Housekeeping, or to the management-assigned area;
4. Obtain set-up sheet for the next banquet and assist Set-Up Personnel with arranging tables and chairs accordingly;
5. Retrieve linens for the next banquet and set up accordingly;
6. Check the schedule for any changes or special requirements needed for the next shift;
7. Sign out on timesheet and exit upon Captain dismissal.

Qualifications:

- ✓ Available for a variety of shifts;
- ✓ Basic computer and math skills;
- ✓ Can acquire Criminal Background Check and Serve it Safe (server version) certificate;
- ✓ Clean, with good hygiene habits;
- ✓ Clear and concise communication skills both verbally and in writing;
- ✓ Confident and aggressive;

- ✓ Coordinated, articulate and efficient, and detail-oriented and artistic;
- ✓ Discreet and friendly;
- ✓ Extroverted, approachable and polite;
- ✓ Listening skills;
- ✓ Multi-tasks efficiently with time-management skills;
- ✓ Organized, accurate and reliable;
- ✓ Prior experience in a similar environment, ideally at least two years;
- ✓ Prioritizes and works efficiently with limited supervision;
- ✓ Professional attitude and expectations;
- ✓ Positive and upbeat attitude;
- ✓ Recognizes and resolves problems quickly and efficiently;
- ✓ Takes direction and learns quickly;
- ✓ Works in a team environment;
- ✓ Works with the public in a calm, courteous, friendly and professional manner.

Supplies & Equipment:

1. Clean and pressed uniform with nametag
2. Corkscrew
3. Lighter
4. Notepad and pens

Workplace Abilities:

- ✓ Bend and stretch frequently;
- ✓ Communicate clearly and effectively;

- ✓ Deal with loud noises, large crowds and potentially upset guests;
- ✓ Handle a fast-paced environment that is often demanding;
- ✓ Lift, balance, and carry heavy loads;
- ✓ Operate a cash register and all processes of payment;
- ✓ Stand, walk and remain on feet and perform job duties for entire shift duration;
- ✓ Work quickly and quietly.

All job descriptions are subject to a periodic review. Other duties will be assigned occasionally by management. Changes will be discussed prior to or at the time of amendment.