Server Job Description

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

Reports to: Restaurant Manager/Supervisor

Specific Expectations: The primary purpose of the position is to maintain excellent customer service in its atmosphere, to ensure guest satisfaction and a future return. Servers performing their jobs on a daily basis are required to be detailed in every aspect of their work. The Server is responsible for informing guests of meal and drink specials, offering suggestions, and carefully recording requests and wishes. 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 employees. "You own your piece of real estate."

Opening Duties:

- 1. Check daily specials and buffet offerings, and learn preparation methods and ingredients included;
- 2. Ensure section is adequately and properly stocked and set.

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;
- ✓ Before taking the order from the kitchen, inspect each plate and sign off for appearance and correctness;
- ✓ Check in with the table within two minutes of delivering orders;
- ✓ Ensure menu items are accurate and presentable;
- ✓ Greet and serve guests in a friendly and polite manner, within two minutes of their seating;
- ✓ Replenish supplies on tables and in work stations throughout the shift;
- ✓ Use suggestive selling techniques to up-sell items to guests, and sell additional products.

Closing Duties:

- 1. Present guests with their bill once all guest wishes have been fulfilled;
- 2. Replenish work station with any needed supplies required for the next shift;
- 3. Ensure private rooms assigned are set and clean for the next shift;
- 4. Wipe down all tables, chairs and booths as per restaurant standards;
- Tear down and clean all machines and equipment pertaining to assigned area;
- 6. Inform Manager of shift change and ask for any additional duties that may be required prior to leave;
- 7. Sign out on time sheet and check the schedule for any changes or special preparations needed for the next assigned shift.

Oualifications:

- ✓ Articulately communicates both verbally and in writing;
- ✓ Available for a variety of shifts;
- ✓ Basic computer and math skills;
- ✓ Can acquire Criminal Background Check and Serve it Safe certificate;
- ✓ Clean, with good hygiene habits;
- ✓ Clear and concise communication skills;
- ✓ Coordinated, articulate and efficient;
- ✓ Detail-oriented:
- ✓ Discreet and friendly;
- ✓ Extroverted, approachable and polite;
- ✓ 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 and Canad pin
- 2. Corkscrew
- 3. Lighter
- 4. Notepad and pens
- 5. POS System card

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 stressful;
- ✓ 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 during your shift;
- ✓ 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.