

# SERVER



## GENERAL DESCRIPTION

Servers are the faces of our company. Servers build a relationship with their customers and are the liaison between them and the restaurant. Servers help create the ambiance and create an enjoyable dining experience for the customers. Servers make sure that the customers receive everything they need for a enjoyable and memorable dining experience.

## PRIMARY FUNCTIONS

- Providing excellent customer service
- Greeting patrons once they are seated
- Explaining menu items to customers
- Answering questions from patrons about food and beverages
- Taking food and drink orders
- Up-selling additional food and beverage products to patrons
- Verifying age of customers who order alcoholic beverages
- Refilling customer drink orders throughout the meal
- Ensuring that customer orders are assembled properly in the kitchen
- Delivering orders to customers
- Verifying that customers are satisfied with their orders
- Removing empty plates, used silverware, and soiled napkins from tables
- Cleaning and setting tables
- Completing side work that helps keep a clean and presentable restaurant
- Completing side work that prepares the restaurant for the day
- Compliance with all relevant health department and company rules and regulations
- Any additional duties assigned to them by management

## REQUIREMENTS

- Fluent in English
- Ability to lift 50 pounds
- Team player, coachable, hardworking, and enthusiastic
- Ability to multitask

### Disclaimer

The above statements are intended to describe the general nature and level of work being performed by people assigned to this classification. They are not to be construed as an exhaustive list of all responsibilities, duties, and skills required of personnel so classified. All personnel may be required to perform duties outside of their normal responsibilities from time to time, as needed.