

## **JOB DESCRIPTION**

**Position:** Server

**Department:** Dining Room

**Reports To:** Dining Room Manager

**FLSA Status:** Non-Exempt

**Date Prepared:** August 2018

**Job Summary:** Provides food and beverage service to club members and guests in a prompt, efficient and professional manner. Performs guest service primarily in the Dining Room and Banquet areas.

### **Duties/Responsibilities:**

- Arrives on time and in proper uniform.
- Attends pre-shift meetings daily.
- Performs pre and post shift duties, sets up side stations and performs assigned side work.
- Provides immediate attention to all members/guest upon seating and greets them by name.
- Describes specials and suggests menu items, answers questions in a professional and knowledgeable manner (dining room).
- Takes beverage orders with suggestive selling in mind and enters into P.O.S. system. (dining room)
- Takes food orders and ensures they are properly entered and relays all special requests to the kitchen. (dining room)
- Knowledgeable of all food preparation and ingredients while serving.
- Follows all service standards in banquets and a la carte (serve food from the left with the left hand, serve beverages from the right with the right hand, clears from the right with the right hand etc)
- Responsible for the complete dining experience including but not limited to: filling water glasses, bread, & butter to tables, proper clearing procedures, resetting of tables and overall table maintenance.
- Verifies accuracy of all charges on guest check.
- Continually monitors station and dining room for cleanliness and proper stock.
- Runs a server report at end of shift with tickets in numerical order and verifies with Manager on duty any discrepancies.
- Accepts member/guest complaints and comments and immediately involves the Dining Room Manager or Manger on Duty to achieve satisfaction in a timely and professional manner.

- Reflects a friendly, sincere and courteous attitude at all times.

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- Promotes a positive work environment and promotes a positive team atmosphere with all management and staff.
- Any and all other duties as assigned by Management.

**Supervises:**

No supervisory duties are included in this position.

**Preferred Qualifications/Requirements:**

- Works well with others.
- Dependable and punctual.
- Neat and professional in appearance.
- Is pleasant and professional.
- Computer literate helpful.
- Must be able to lift up to 40 pounds and walk and stand up to approximately 12 hours.

*I have received a copy of my job description and understand my responsibilities:*

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*Signature*

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*Date*

