



## SERVER JOB DESCRIPTION

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**Department:** Operations  
**Reports To:** Unit GM, Assistant Unit Managers,  
**FLSA Status:** Non-Exempt  
**Bonus Plan:** No

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**SUMMARY:** The Restaurant Server is to interact with our guests and ensure they have a great experience when dining at our units. Restaurant Servers are responsible for positive guest interactions while serving guests in a friendly and efficient manner. At all times, servers are expected to be attentive to our guest needs and making them feel welcome, comfortable, important and relaxed.

### ESSENTIAL DUTIES AND RESPONSIBILITIES:

- As a hospitality company, the number one responsibility of every employee, regardless of position, is to provide excellent customer service and to create a warm, inviting, and hospitable environment for our guests and each other.
- Greet all Guests sat in your section within 2 minutes or asks a fellow associate for assistance if too busy
- Greets all guest with a friendly smile, warm voice tones and with direct eye contact
- Follows the Company's "Sequence of Service" with all Guests
- Prepares the tables, laying out napkins and utensils, making sure the condiments are refilled, performing all other preparation tasks.
- Staying updated on current menu choices, specialties and menu deviations, knowing if the kitchen staff is running out of any items...etc
- Assists any Guest with their needs even if not in your section
- Adhere to grooming and appearance standards consistently.
- Listens attentively to all guests and suggestively sells menu items.
- Properly open and pour wine at the tableside
- Assist Manager with any and all Front of House needs as they arise
- Completes assigned sidework and deep cleaning assignments
- Thanks ALL Guests as they are exiting
- Maintains full knowledge of the menu items, beverage items and bar items
- Stock all plates, glassware, to go containers and paper, trays, bowls, ice, garnishes and condiments throughout shift
- Keeps their section including; Server Area, booths, tables, chairs and floors clean at all times throughout the shift

Adhere to the policies, procedures, practices and standards set forth in the Cash Handling Manual, Team Member Handbook



**Performs other related duties, as required.**

**CORE COMPETENCY REQUIREMENTS**

<b>Competency</b>	<b>Definition</b>
Business Acumen	Demonstrates comprehension of the job, including policies, practices, and relationships. Possesses the expertise and skill levels required of the job and performs with quality.
Dedication	Dependable, reliable and follows through on projects from inception to completion. Willing to put in as much time as necessary to complete tasks. Demonstrates a win-win attitude: “see it, own it, solve it.”
Safety & Security	Observes safety and security standards. Uses equipment and materials properly. Complies with safety standards and personal protective equipment requirements. Reports potential unsafe conditions or practices to appropriate person immediately. Promotes restaurant safety, cleanliness and security compliance at all times.
Teamwork	Cooperates and is willing to work as a team player to achieve goals and tasks accurately, efficiently and timely.
Communication	Communicates clearly and effectively with mutual respect, understanding and trust to fellow associates, managers, supervisors and Guests. Listens carefully to opinions and views of others; states understanding of what has been heard.
Initiative	Contributes new ideas and suggestions to enhance productivity and efficiency. Is proactive in troubleshooting problems or issues and takes action to mitigate potential problems.
Adaptability & Planning	Possesses the ability to learn new tasks and adjusts well to new situations. Performs well under tight time schedules and pressures to change direction quickly.
Service Orientation	Demonstrates a sense of urgency. Is warm, welcoming, friendly and smiles when visible to guests.

**JOB QUALIFICATIONS**

**Education and/or Experience**

High School Diploma or Equivalent plus two-year related experience and/or culinary training; or equivalent combination of education and experience. Must have strong work ethic, friendly personality and be very communicative. Food Handlers Card Required. Certified Alcohol Awareness class and card required.

Ability to work varied hours/days, including nights, weekends, and some holidays, as needed. May be required to work a minimum of 50 hrs. a week. Must be able to successfully pass criminal background check.

**Physical Demands**

While performing the duties of this job, he/she is regularly required to stand, walk; use hands to finger, handle, or feel; and talk or hear. He/she is occasionally required to reach with hands and arms.

Physical Requirements Ability to speak and hear Close and distance vision Identify and distinguish colors Frequent walking with some standing at times Will walk for long periods of time, possibly extended distances Frequently lifts/carries up to 25 lbs. Occasionally lifts/carries up to 50 lbs. Continual use of manual dexterity



and gross motor skills with frequent use of bi-manual dexterity and fine motor skills Able to reach hands and arms in any direction and kneel and stoop repeatedly

**Work Environment**

The noise level in the work environment is usually moderate to loud.