

Food & Beverage

Position: Server

Reports to: F & B Director, Beverage Service Mgr and Supervisor

FLSA Status: Hourly

Prepared by: F&B Director

Approved by:

Essential Functions:

Serve food and beverage to all members and guests while delivering high quality service and products. The employee must be friendly, attentive, efficient and timely while serving in the Dining Room and Grill.

1. **General Responsibilities:**

- Complete all necessary opening & closing duties in a timely manner. Refer to posted duties each and every shift.
- Greet guests by **name** and inform them of special menu selection.
- Acquire accurate beverage and food orders and see to the delivery in a timely manner.
- Offer additional items through the use of effective suggestive “personal recommendations” techniques.
- Maintain efficient table maintenance (pre-bussing) for the every guest and attend to all other requested guest needs.
- Accurately enter all Food & Beverage orders into the POS system in a timely manner.
- Maintain refills for all guest beverages while continually doing quality checks at each table you visit.
- Always be available to your guests.
- Insure the timely delivery and service of water and bread to all guests. Hot and cold food items are your responsibility.
- Deliver accurate guest’s checks (complete with member number) in a timely manner.
- Settle guest checks and deliver receipts quickly.
- Assist all other service team members in any capacity as needed or directed.
- Maintain, clean, well stocked and presentable service areas and guest areas at all times.
- Assist dishwasher by maintaining organization of dirty and clean service-ware.
- Complete specified closing duties and reset dining room for next meal period.
- Produce and turn in accurate and complete financial documentation and deposits (server financial report).
- Polish glassware and silverware. To include resetting table and folding napkins.
- Sanitize all work stations prior to and after each shift.
- Maintain all chemicals for the use of the glass washer.

2. **Physical and operational requirements:**

- Be able to lift up to 50 lbs. i.e. moving tables and chairs etc.
- Able to carry service trays for all food and beverage presenting.
- Be able to communicate effectively, positively and professionally with guests, supervisors and co-workers.
- Operate computerized POS system and time clock accurately and effectively.
- Stand for long periods of time.
- Perform multiple tasks in an organized, efficient and accurate fashion while in a fast paced stressful environment.

- Maintain a clean, complete and appropriate uniform for every shift. Must enter and exit the facilities in complete uniform.
- Maintain a positive and upbeat attitude and demeanor while working.
- Upon hiring, you are required to provide a current Maricopa County Food Handler's Card.
- Complete title 4 liquor training.

3. Authority refers to the power vested in the individual by management.

- Ability to do whatever is necessary to provide our members with 100% guest satisfaction with manager/supervisor's approval
- Ability to verbally re-fire food from the kitchen
- Ability to use chits when necessary
- Ability to apply promotional/happy hour discounts
- Ability to ring items on others' checks to ensure great service
- Do NOT have the authority to delete/void/comp any item without manager approval
- Do NOT have the authority to give away or swap tables/sections without manager approval

This job description is not "all inclusive" and may be modified as needed. Additional responsibilities may be added at the discretion of Food and Beverage Management, Supervisor or the General Manager.