

# RESTAURANT SERVER

Job Code:	<b>RS</b>	Division:	
Branch:		Department:	<b>FOOD &amp; BEVERAGE</b>
Reports To:	<b>F&amp;B MANAGER</b>	Pay Grade:	
FLSA Status:	<b>Non-Exempt</b>	Employee Type:	<b>PART TIME</b>
Prepared By:	<b>DAN WALLER</b>	Date Prepared:	<b>07/24/2013</b>
Approved By:	<b>DAN WALLER</b>	Date Approved:	<b>07/24/2013</b>

## Summary

At Schahet Hotels we want our guests to relax and be themselves which means we need you to:  
Be you by being natural, professional and personable in the way you are with people  
Get ready by taking notice and using your knowledge so that you are prepared for anything  
Show you care by being thoughtful in the way you welcome and connect with guests  
Take action by showing initiative, taking ownership and going the extra mile  
Treat all others with Respect, treating guests and fellow associates the way you want to be treated  
Demonstrate Integrity in all you do. Seek to always do the right thing, whether working in a group, team, or alone.  
Always be at the Service of our guest as well as fellow associates or managers. We believe that Service is making the reach to help or be of Service to all.  
Celebrate successes. Show Excitement in your work, the way you smile and greet others, the good news of others successes or awards. Participate in group and team activities either by your active support and participation or by your presence in the group.

To greet and serve guests within the standards set by the hotel in order to insure proper quality, presentation, sanitation and friendly, professional service.

## Essential Duties & Responsibilities

- Greet guest promptly using your name, and prepared to inform guest of all specials.
- Have full knowledge of daily specials, soups, and drinks.
- Be knowledgeable of all menu items, their ingredients, what to serve them with, their garnish, and their methods of preparation. Be prepared to answer any questions about the menu in a direct concise manner. If you have questions about an item, ask your manager or Executive Chef.
- Be knowledgeable of all wines served, including what to serve them with, when to serve them, and how to properly recommend, present, and serve the wine.
- Pay special attention to the finer details of guest service including water glasses, replacement of flatware, napkins, etc.
- Look at what you are serving. If something is not correct, have the chef correct it or let your manager know; do not take it to the guest!
- Remove all dirty plates, silverware, and glasses when the entire table has completed each course of the meal. Never leave the dining room empty-handed. All tables must be bussed within 4 minutes of the guest leaving. It is your responsibility, to see that this standard is met on all your tables.
- Clean as you go.
- Check your stations at the beginning of your shift to insure proper setting and cleanliness of tables, chairs, and floor.
- Have available all necessary equipment to work including pad of paper, pen, check folder, cork screw, clean towel, tray, etc...
- Do all assigned set-up and side work as per set-up sheets and cleaning schedule.
- You are responsible for all your receipts and any missing will be closed to cash. You are responsible for those tickets.
- Relate all guest comments to the manager on duty. This includes good or bad comments about any area of the hotel, not just the restaurant. Solicit guest comments through use of comment cards.

- A server is never to add a gratuity to a check without permission from both the guest and the Manager

**Other Duties**

As assigned.

**Qualifications**

High school diploma or equivalent preferred. Restaurant experience preferred. Basic reading, writing and math skills.

**Supervisory Responsibilities**

None

**Physical Demands**

Standing, speaking, hearing, reading, writing, able to carry 10-30 lbs., walking, lifting, reaching overhead, pushing, pulling, bending. Hearing and visual ability to observe and detect signs of emergency situations.

**Training**

Must complete all training requirements of Federal, State, Local agencies, Company, Brand, or property on time and within standards.

**Decision Making**

Follows all Federal, State, and Local Laws that pertains to the service of food and beverages. Follows all company as well as common sense guidelines in the service of food and beverages.

**Financial Responsibilities**

Accurately receive, secure all food and beverage deliveries.

**Communication**

Must be able to write, speak and communicate professionally in English.

**Results of Action**

Great Customer service. Returning guest. Clean Safe work environment.

**Equipment Used**

Must wear a uniform provided by the hotel and a nametag. A neat and clean appearance must be maintained at all times. Must use any cash accounting system or other devices necessary and provided the company.

**Work Environment**

Professional, Clean, Respectful at all times.

The aforementioned general function outline is not to be considered by the employee as all-inclusive. The employee may be required from time to time to execute tasks other than those duties specifically defined above. Should the employee be asked to perform such a job, the employee will comply with the request and do so to the best of his/her abilities. The employee hereby understands and agrees he/she will be responsible for performing the duties described above as well as any tasks so required of him/her.

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Employee's Signature

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Date

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