

FOOD AND BEVERAGE SERVER

Food and beverage servers take orders and serve food and beverages to guests. They also check on guest satisfaction, accept payments and handle complaints or concerns of customers. Servers must have knowledge of service techniques, food and beverage products, and practices of responsible alcohol service. Servers must also be qualified to work other positions such as: front desk, food runner and busser.

Responsibilities

- Take and relay food and beverage orders
- Serve food and beverages to guests
- Check on guest satisfaction
- Handle complaints and concerns of customers
- Provide food and beverage product knowledge
- Use proper serving techniques
- Practice responsible alcohol service
- Cash out and reconcile cash with total sales
- Complete server completion report for each group event
- Coordinate timing of food service and support staff
- Give clear and helpful bocce instructions
- Keep the facility neat, clean and organized
- Attend all wine and educational classes offered to staff
- Cross-train in other departments and contribute to team efforts
- Follow grooming and uniform standards as outlined in the employee manual

Knowledge, Skills and Abilities

- Professional appearance and attitude
- Excellent customer service and communication skills
- Complete knowledge of all menus
- Wine and beer knowledge
- Cash handling and point of sale experience
- Time management skills
- Knowledge of health and safety regulations
- Knowledge of the facility
- Must be able to lift/carry up to 30 lbs.

Possible Career Path

- Lead Server
- Restaurant Manager
- Event Coordinator
- General Manager