



Job Description

FOOD SERVER

Department:	FOOD & BEVERAGE	FLSA Status:	HOURLY NON-EXEMPT
Reports To:	OUTLET/RESTAURANT MANAGER	Effective Date:	January 1, 2018

Job Title: FOOD SERVER

SUMMARY

This Position is to service of food and/or beverage to include the order-taking and delivery of any food and/or beverage items. This task is to be handled in a friendly, courteous, helpful, timely and professional manner resulting in a very high level of guest satisfaction. Represent the Restaurant and Hotel in maintaining existing business relationships and works directly with all hotel departments in coordinating groups, events, hotel food and beverage service in all outlets.

ESSENTIAL JOB FUNCTIONS

The position requires the ability to perform the following essential job functions, with or without reasonable accommodation:

- Check and stock stations before, during and after shift for proper set-up and cleanliness.
- Greet the guests in a friendly and courteous manner and present menu and any specials and/or restaurant promotions for guest awareness.
- Record the details of the order from the guests, repeating the order to the guest to check for accuracy.
- Accurately input the order into the Point of Sale computer to inform the kitchen of the in the order being placed.
- When complete, retrieve order from kitchen, confirm its accuracy, lift and deliver to guest along with appropriate condiments.
- Abide by all State, Federal and Corporate liquor regulations pertaining to serving alcoholic beverages to minors and intoxicated guests.
- Replenish beverages as necessary and check with guests for overall satisfaction.
- Market and serve upon request any dessert items or specialty tea or coffee services.
- Ascertain guest satisfaction and present check. Process check per hotel procedures.
- Inputs orders into a register at the point of sale and creates a check for each guest to maintain an accountability of all food and beverages served.
- Receives cash from guests, makes any change needed, verifies validity of charges, records charges, and insures vouchers are properly executed, to balance all monies.
- Locks up and stores all pertinent beverages, food and other equipment items, deposits cash drops and secures bank.
- Responsible for ensuring that all work stations comply with sanitation and safety standards for guests and team members.
- Responsible for ensuring that all equipment is in working order.
- Visually inspects and takes corrective action to ensure that facilities in the service areas look

appealing and attractive to guests.

- Responsible for ensuring compliance with all policies and procedures that relate to the restaurant as well as all local, state and federal laws and regulations.
- Regular attendance in conformance with the standards, is essential to the successful performance of this position.
- At all times projects a favorable image of Northwest x Southern Hospitality and the Hotel to the public.

HOURS AND ATTENDANCE

- Up to 40 hours per week with varied and flexible shifts/days, likely to include nights, weekends, holidays and overtime.
- Regular and predictable attendance in conformance with the Hotel's standards, as may be established from time to time, is an essential job function. Team members with irregular attendance will be subject to disciplinary action, up to and including termination of employment.

MARGINAL OR SUPPORTIVE FUNCTIONS

In addition to performance of the essential function, this position may be required to perform a combination of the following supportive functions, with the percentage of time performing each function to be solely determined by the supervisor based upon the requirements of the hotel.

- Perform any general cleaning tasks using standard hotel cleaning products as assigned by supervisor to adhere to health standards.
- Supplement the bus help in clearing and resetting the tables.
- Perform all assigned side work to include replenishing condiments and restocking side stands.
- Perform other duties as requested, such as answering telephone and taking and delivery of room service orders, handle special guest requests, and greet and seat guests per service guidelines.
- Perform other duties as requested by management.

PHYSICAL AND MENTAL DEMANDS OF POSITION, INCLUDING ENVIRONMENT

The individual holding this position must be able to explain and demonstrate that he or she can perform the essential functions of the job, with or without reasonable accommodation, using some other combination of skills and abilities:

- Must have a comprehensive knowledge of food and beverage preparation and service of various alcoholic beverages.
- Basic mathematical skills necessary to operate a cash register make change, total guest checks, count total bank, prepare cash drops, total all other charges, and understand portion sizes.
- Sufficient manual dexterity in hands to use a knife to cut breads, pick up glassware and serving items, scoop ice and reach overhead to retrieve stock.
- Knowledge of the appropriate table settings, service ware and menu items.
- Ability to transport large trays weighing up to 40 lbs. through a crowded room on a continuous basis throughout shift.
- Ability to read, speak and understand the English language to communicate with guests and take orders.
- Ability to remember, recite and promote the variety of menu items.
- Ability to operate a keyboard and point of sale procedures to pre-check an order and close out a check.
- Ability to work, stand and work in confined spaces for long periods of time.
- Perform all duties and responsibilities in a timely and efficient manner in accordance with

established company policies and procedures.

- This position is occasionally required to sit, stand, reach, lift, bend, kneel, stoop, climb, push and pull items weighing 50 pounds or less. The position requires manual dexterity; auditory and visual skills; and the ability to follow written and oral instructions and procedures.
- OSHA laws require the use of Personal Protective Equipment (PPE) when performing work duties that have the potential of risk to your health or safety.

KNOWLEDGE AND CRITICAL SKILLS

The individual holding this position must possess the following knowledge, skills and abilities:

- Knowledge of the appropriate table settings, service ware and menu items.
- Must have a comprehensive knowledge of food and beverage preparation and service standards, guest relations and etiquette.
- 1+ year's customer service experience, and/or 1+ years food and beverage experience preferred.
- Prior hospitality experience preferred.
- Proof of authorization/eligibility to work in the United States.
- High School Diploma or equivalent.
- Basic mathematical skills and considerable skill in the use of a calculator to prepare moderately complex mathematical calculations without error.
- Ability to listen effectively and to speak English clearly to communicate with customers and team members.
- Licenses or Certificates-Ability to obtain any government-required licenses or certificates. For example: Washington Health Card; Oregon Liquor Service Permit, Alcohol Service Certification, Food Handlers Permit, etc.
- All team members must maintain a neat, clean and well-groomed appearance (specific standards available).

Upon employment, all team members are required to fully comply with the Hotel's rules and regulations for the safe and efficient operation of Hotel facilities. Team Members who violate Hotel rules and regulations may be subject to disciplinary action, up to and including termination of employment.

This job description is not intended to detail every aspect of your job or list every task you may perform. It is provided as a general overview of the responsibilities and skills required to do this job successfully.

I have read and reviewed this job description with my immediate supervisor and fully understand the terms set forth:

TEAM MEMBER SIGNATURE

DATE