

# Server

**Department:** Operations

**Reports To:** Restaurant Management

**FLSA Status:** Non-Exempt

## Nature and Scope of Position

Demonstrates a passion to serve by providing an outstanding guest service experience in an enthusiastic and energetic fashion while meeting or exceeding the guests expectations.

## Essential Functions

- Greet and take customers order within three minutes of being seated and delivers order within ten minutes.
- Accurately takes and enters guest orders in the computer system and have a strong knowledge of the menu to offer suggestions and choices.
- Serve menu items and beverages at appropriate temperatures, with proper garnishes and accompaniments.
- Exhibit integrity in all actions by meeting company standards in appearance, grooming, security and sanitation. Always shows up in a clean apron, pressed shirt, clean pants, nonslip shoes and name tag.
- Clean and stock service areas and assigned server stations. Pre-busses guest tables to enhance guest dining experience.
- Demonstrate respect for each individual by always communicating courteously and respectfully with management team, co-workers and guest even during peak hours.
- Adhere to and follows all safe food handling and health department procedures.
- Complete opening and/or closing duties.
- Enthusiastically acknowledge guests with the company's five foot rule.
- Perform all other duties as assigned.

## Qualification Requirements:

- Must be 16 years old and meet any other state age or labor requirements.
- No one under the age of 18 may operate, clean adjust or touch a slicer or mixer.

## Certifications or Licenses

- Not required.

## Skills and Knowledge

To perform the job successfully, an individual should demonstrate the following competencies:

- Must be able to follow menu specifications and recipes, read tickets and maintain an organized and sanitary work area.
- Must be able to follow directions, work in a fast-paced, high pressure customer responsive environment.
- Must be able to work in a team environment and communicate with co-workers and management.
- Uses sound judgment in day-to-day decisions by applying the company's vision, values and culture.

## Education and Experience

- Successful completion of required training, including reading training materials, watching videos, and completing on-the-job checklists and written quizzes.
- Minimum of six months of related experience is preferred.

**American with Disability Specifications**

Work Environment & Physical Demands – The physical demands and work environment characteristics described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential duties.

When performing the duties of this job, the employee is frequently required to move throughout the workplace; sit, use hands to finger, handle, or feel objects, tools or controls; reach with hands and arms; balance, stoop, kneel and verbally communicate. The employee is occasionally required to lift and/or move up to 50 pounds. Specific vision abilities required by the job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.