

Dining Room / Banquet Servers

JOB DESCRIPTION

Position Title: Dining Room/Banquet Servers

Reports To: Food & Beverage Manager and Supervisor

Position Summary:

We are looking for competent dining/banquet servers to take and deliver food orders. You will be the face of our restaurant and responsible for our customers experiences. You need to be quick on your feet (literally and metaphorically) and have a polite and friendly attitude. If you enjoy talking to people and thrive in a fast-paced workplace, we'd like to meet you. You should also be a team player and be able to effectively communicate with our kitchen staff to make sure orders are accurate and delivered promptly. Your ultimate goal will be to provide high-quality, friendly and professional dining service. Keep in mind server duties require working shifts during the weekends and holidays.

Essential Job Functions: *including but not limited to*

- Consistently offer professional, friendly and engaging service
- Greet and escort guests to their tables
- Have full knowledge of beverage items and follow wine service steps when needed
- Assist guests regarding menu items in an informative and helpful way
- Deliver food and beverage in a timely and accurate manner
- Follow policies, procedures and service standards
- Deal with complaints or problems with a positive attitude
- Issue bills and accept payments
- Suggestive selling and up-selling items when appropriate
- Process orders using POS software

Requirements:

- Smart Serve Certified
- Excellent communication and organizational skills
- Highly responsible and reliable
- Patience and customer-orientated approach
- Excellent people skills with a friendly attitude
- Flexibility to work in shifts (mornings, evenings, weekends and holidays)
- Ability to lift, stand and walk for long periods of time
- Ability to work well under pressure in a fast-paced environment and to work cohesively as part of a team