

Lead Server

JOB DESCRIPTION

Position Title: Lead Server

Reports To: Food & Beverage Manager and Supervisor

Position Summary:

Wooden Sticks is currently seeking an individual to fill the role of lead server. As a lead server you will be professional and possess exceptional service skills and several years experience as a server. Reporting to the Food & Beverage leadership team, this position is responsible to serve food and alcoholic beverages to guests and lead team members to be effective and efficient.

Essential Job Functions: *including but not limited to*

- Assist team members in closing duties including cleaning all work areas and equipment, locking refrigerators, re-stocking items, turning off lights, performing End of Day on POS and completing daily checklists
- Consistently offer professional, friendly and engaging service
- Assist team in setup and breakdown of events/tournaments
- Closing and locking of clubhouse
- 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
- Suggestive selling and up-selling items when appropriate
- Assisting on-course with inventory control, re-stocking and closing of huts/beverage cart

Requirements:

- Smart Serve Certified
- Demonstrated understanding of restaurant dining, banquets and bar operations
- Excellent communication and organizational skills
- Highly responsible and reliable
- 2+ years of server experience
- Proven leadership skills
- 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