

## The Great American Bistro Position Description Server

<b>REPORT TO:</b> Assistant Manager	<b>EXEMPT:</b> <u>Non-Exempt</u>
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### SUMMARY

To be successful in this role, the ideal candidate will sell and serve food and drinks in a professional manner.

### DUTIES AND RESPONSIBILITIES

- Serve tables, quantity as determined by management.
- Have complete knowledge of The Great American Bistro's food and beverage preparation.
- Ability to sell alcohol and food items.
- Able to use a computer to ring orders on a check.
- Able to interact with guests in a friendly/fast manner.
- Able to accept different types of payment and make change.
- Maintain specific side-work and ensure the total cleanliness and smooth operation of the restaurant.
- Ability to clear and reset tables.
- Check identification of guests to ensure guests are of legal age to consume alcoholic beverages. Refuse to serve beverages in a polite manner to guests who are not of legal age.
- If consuming alcoholic beverages, observe guest's behavior, count number of drinks served, and if the server feels they should not drive, offer a taxi. Do not hesitate to ask a manager to intervene.
- All guests must be treated in a manner to ensure their complete satisfaction. Always strive to exceed guests' expectations.
- Report to work in a neat and clean uniform. Well-groomed hair and personal hygiene are essential.
- Work as a team with all The Great American Bistro's personnel to maintain an effective atmosphere and an efficient food and beverage service.
- This position regularly requires long hours and frequent weekend work.

### QUALIFICATIONS

- Prior server experience, preferred.
- State applicable health and/or alcohol compliance card.
- Must be of legal age according to state regulations to serve alcohol.
- Customer/Client Focus.
- Ethical Conduct.
- Initiative.
- Thoroughness.

- Availability to work evenings and weekends, including holidays.
- Must be eligible to work in the United States.
- Must agree to background check.

## **WORKING CONDITIONS**

This position operates in a restaurant setting. The noise level in the work environment can be loud. The employee may be exposed to hazards including, but are not limited to, cuts, slipping, tripping, falls and burns. Frequent hand washing is required.

## **PHYSICAL REQUIREMENTS**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

While performing the duties of this job, the employee is regularly required to talk and hear. This position is very active and requires standing, walking, bending, kneeling, stooping and crouching; and may require occasional lifting of products weighing up to 50 pounds. The position requires manual dexterity; auditory and visual skills; and the ability to follow written and oral instructions and procedures.

## **DIRECT REPORTS**

This position has supervisory responsibilities.

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<b>HR Authorization Signature:</b>
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<b>Manager Authorization Signature:</b>
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## **DISCLAIMER**

The disclaimer indicates that The Great American Bistro job descriptions do not typically include every duty or responsibility that a person in the role may be asked to perform. In addition, a statement is included regarding nonessential functions of the job, such as “May be required to perform other related duties as assigned.”