

Job Overview

The purpose of this position is to interact with our guests and ensure they have a great experience when dining at the resort. Restaurant Servers are responsible for positive guest interactions while serving guests in a friendly and efficient manner. At all times, servers are expected to be attentive to our guest needs and making them feel welcome, comfortable, important and relaxed. Servers are expected to have some basic cooking knowledge.

General Responsibilities

- Prepares the tables, laying out napkins and utensils, making sure the condiments are refilled, performing all other preparation tasks.
- Staying updated on current menu choices, specialties and menu deviations, knowing if the kitchen staff is running out of any items...etc.
- Handle the table bookings, direct customers to their tables, presenting menus, suggesting dishes, assisting in drink selection, informing customers about food preparation details, communicating specific customer needs to the cooks.
- Maintaining proper dining experience, delivering items, fulfilling customer needs, offering desserts and drinks, removing courses, replenishing utensils, refilling glasses.
- Prepare mixed drinks for service to your customers table.
- Properly open and pour wine at the tableside.
- Obtaining revenues, issuing receipts, accepting payments, returning the change.
- Performing basic cleaning tasks as needed or directed by supervisor.
- Filling in for absent staff as needed.
- Assisting with special events as needed.
- Greet all guests and owners warmly with an appropriate greeting.
- Adhere to grooming and appearance standards consistently.
- Understands and can communicate products and services available at the resort.
- Must have some familiarity with basic cooking skills.

Job Qualifications

Education:

- High school diploma or equivalent preferred.

Experience:

- Previous serving experience required.
- Excellent oral communication skills required.
- Positive interpersonal skills required.
- Must speak English fluently and be able to write in basic English.

License/Qualifications:

- Food Handlers Card
- OLCC Certification

FLSA Information

Management Activities

- None

Discretion / Independent Judgment

This position does represent the company in handling complaints, arbitrating disputes or resolving grievances, as a Restaurant Server you will be expected to work with guests and visitors to ensure satisfaction. A Restaurant Server will have to take initiative and get creative in resolving guest challenges and involve a supervisor only when previous methods have been unsuccessful.

ADA Information

Physical Requirements

- Ability to speak and hear
- Close and distance vision
- Identify and distinguish colors
- Frequent walking with some standing at times
- Will walk for long periods of time, possibly extended distances
- Frequently lifts/carries up to 25 lbs
- Occasionally lifts/carries up to 50 lbs
- Continual use of manual dexterity and gross motor skills with frequent use of bi-manual dexterity and fine motor skills
- Able to reach hands and arms in any direction and kneel and stoop repeatedly

Working Conditions

- May be indoor or outdoor setting depending on outlet
- Varied weather conditions are expected
- Will work near moving or mechanical parts
- May work near toxic/caustic chemicals and with fumes or airborne particles.
- Varying schedule to include evenings, holidays and extended hours as business dictates