

Job Description

Job Title: Head Server/Catering Events Asst

Department: Dining

Date Prepared: 4/2010

FLSA Status: NON EXEMPT

Reports to: Director of Club Dining

Position Summary:

The Head Server is responsible for taking food and drink orders from and serving all guests in assigned section of the dining room in a fast, courteous and efficient manner. The server must ensure correct billing procedures and provide excellent service to guests, ensuring level of service meets the Company's standards. The Head Server will be responsible for collecting all resident/guest check and fill appropriately. The Head Server will insure all side work has been completed and collect servers' funds for night deposit.

The Catering & Events Assistant will be responsible for assisting the Director of Events on numerous essential tasks, including but not limited to, event creation and decoration, contracting rental items, directional signs for events, weekly highlights for residents, resident monthly calendar and newsletter, creation of event flyers, assist in the distribution of banquet event orders and following up on event inquiries.

Essential Functions:

- Greet guests in a polite, positive manner; takes beverage orders. Check patrons' identification in order to ensure that they meet minimum age requirements for consumption of alcoholic beverages.
- Monitor service procedures to comply with server manual. Update server manual as necessary.
- Answer questions about the menu and takes food orders. Explains how various menu items are prepared, describing ingredients, and cooking methods. Suggests any menu item.
- Submit food order into kitchen.
- Serve guests their desired entrees in a friendly, efficient manner.
- Maintain pleasant dining experience. Check on guests periodically throughout their meals and attends to their needs. Deliver check and completes transaction making accurate change when necessary.
- Perform clean-up duties after each meal service; and, prepares and sets up for next meal.
- Keep assigned tables clean and properly set up, including vacuuming and arranging tables and chairs.
- Stock service areas with supplies such as coffee, food, tableware, and linens.
- Report gratuities at the end of each shift as required by Company policy and law.

Qualifications/Skills/Educational Requirements:

- Partial High School education; High School Diploma/G.E.D. equivalent preferred.
- Strong sanitation habits.
- Strong customer service abilities; actively looks for ways to assist customers and coworkers.
- Ability to recognize when a problem has occurred and communicate it to management.
- Cash handling skills.
- Strong computer and internet skills.
- A creative mind and be able to think outside the box to help create unique events

Physical and Mental Requirements

- Moving about on foot to accomplish tasks, particularly frequent movements from place to place within the unit. Bend, lift, carry, reach/extend arms and hands above shoulder height frequently, or otherwise move in a constantly changing environment.
- Lifting, carrying, and pushing up to 25 lbs. regularly, 30-35 lbs. frequently, and up to 50 lbs. occasionally.
- Ability to stand for the entire work day.
- Climbing steps regularly.
- Withstanding temperature extremes in freezer, refrigerator walk-in and grill areas.
- Reading and writing work-related documents in English.
- Speech recognition and clarity, including the ability to understand the speech of customers and co-workers and the ability to speak clearly so that you can be understood by customers and co-workers in English.
- Constantly communicates and receives verbal communication with other employees in fast-paced kitchen.
- Physical presence at the job site is essential to perform job duties.

Equipment Used

- Touch-screen computer. MICROS System and credit card machine.
- Restaurant equipment, including trays, cleaning supplies/solutions, washcloths, drink machines, etc.
- Microsoft Word, Excel & Publisher

This position requires time spent of the following physical activities:

	None	Under 1/3	1/3 to 2/3	Over 2/3
Stand				X
Walk			X	
Sit		X		
Use hands to finger, handle, or feel				x
Reach with hands and arms			X	
Climb or balance				X
Stoop, kneel, crouch, or crawl			X	
Talk or hear				X
Taste or smell		X		

This position requires time spent lifting weight or exerting force in the following:

	None	Under 1/3	1/3 to 2/3	Over 2/3
Up to 10 pounds			X	
Up to 25 pounds				X
Up to 50 pounds		X		
Up to 100 pounds				
More than 100 pounds				

Approval:

Name

Title

Date