San Diego Country Estates Association

Job Description Food Server 03/07 () Exempt Position Title (X) Non Exempt Date F & B Manager & Floor Manager F&B **Human Resources** Reports To (Title) Prepared by (if different than "Reports to") Department HR Review Date Employee Review Date

1. PRIMARY PURPOSE:

To provide a high level of customer service to guests dining in the Oaks Grille Restaurant and banquet facilities.

2. ESSENTIAL RESPONSIBILITIES AND RESULTS:

- Take lounge and dining room guests' food orders (Daily)
- Serve meals to guests according to established rules of etiquette. (Daily)
- Greet all parties in assigned station. (Daily)
- Recite daily specials and prices to diners. (Daily)
- Answer diners' questions regarding food preparation and suggest dinner courses.
 (Daily)
- Observe guests in order to respond to additional requests and to determine when meal is completed. (Daily)
- Calculate bill and accept payment or refer guests to cashier. (Daily)
- Clear and reset tables. (Daily)
- Assist with stocking and supplies. (Daily)
- Assist in organizing, folding and maintaining linen. (Daily)
- Inform the kitchen staff of incoming parties. (Daily)
- Check identification of guests when serving alcohol. (Daily)
- Perform other related duties as requested by supervisor. (As needed)

3. AMOUNT OF SUPERVISION RECEIVED:

This position receives occasional supervision and direction from manager or shift leader and performs tasks in accordance with established departmental procedures.

4. INTERACTION WITH OTHERS:

This position frequently interacts internally with other Food and Beverage staff and the Manager. This position interacts frequently with guests using food and beverage services and occasionally with outside vendors.

5. SUPERVISORY RESPONSIBILITIES:

This position oversees bussers/runners for day-to-day tasks only.

6. PHYSICAL DEMANDS:

This position requires constant standing, walking, talking, hearing and use of hands and fingers. This position frequently requires balancing, twisting, bending, pulling, pushing, stooping, kneeling, crouching and reaching with hands and arms. The incumbent must be able to frequently lift and carry up to 50 pounds. This position requires good distance and peripheral vision and the ability to adjust focus.

7. WORK ENVIRONMENT:

This position works primarily indoors in a restaurant/dining setting. Occasionally incumbent may be exposed to hot and/or humid conditions in kitchen around stoves and ovens and is frequently exposed to hot food and beverages. A moderate to loud noise level is typical for the work environment of this job.

8. USE OF DISCRETION AND INDEPENDENT JUDGMENT:

This position is responsible for using sound judgment in the case of emergency or nonemergency issues while manager is absent. Discretion to be used daily.

9. EFFECT OF POSITION ON ORGANIZATION OR ON ORGANIZATION'S CUSTOMERS/CLIENTS:

This position represents the company on a daily basis and must portray a professional appearance and demeanor.

10. QUALIFICATIONS REQUIRED:

- Education: A high school diploma or equivalent is preferred but not required.
- Experience: Minimum of two years of experience in food industry required. Must 18 years of age or older.
- Communication skills: Good oral communication skills and excellent customer service skills required. Must be able to follow oral directions.
- Mathematical skills: Sufficient math skills to perform simple calculations and handle cash.
- Computer skills: Requires computer keyboard literacy and familiarity with data base programs (POS). Must have ability to use cash register.
- Reasoning ability and other skills: Good organizational and time management skills required. Requires tact, patience, and courtesy. Basic knowledge of rules of table service and etiquette required.
- Certificates, Licenses: Requires Food Handlers Educational Certificate.

Distribution Upon Completion

Original: Human Resources

Copy: Manager Copy: Employee