

Jamestown Brewing Co, Inc. Job Description

Job Title: Head Server
Department: Restaurant
Reports To: General Manager
FLSA Status: Non-Exempt

Summary: Responsible for supervising and coordinating activities of dining room employees engaged in providing courteous and rapid service to diner by performing the following duties.

Duties and Responsibilities include the following. Other duties may be assigned.

1. Suggests and describes various appetizers, entrees, desserts, alcoholic beverages, and wine to members and guests.*
2. Coordinates food service involving communication between kitchen and service staff.*
3. Inspects all linens daily for proper appearance and maintains that all silver and glassware in optimum condition.*
4. Addresses complaints regarding food or service and informs management.*
5. Trains and monitors dining room employees for proper service and compliance with all safety, accident, and emergency policies and procedures.*
6. Inspects dining room to ensure proper maintenance of a clean and orderly area.*
7. Provides layout and design recommendations as needed and suggests dining room decorations for special themes.*
8. Assures that pre-opening cleaning tasks are assigned and completed in an efficient manner.*
9. Inspects dining room and food pick-up areas and ensures they are free of sanitation and safety concerns.*
10. Manages guest reservation system and ensures all records are entered accurately.*
11. Performs all front end opening or closing responsibilities as required.*
12. Completes all weekly schedules for front end employees including servers, hosts, and hostesses.*
13. Fills in as needed as both a server and a host or hostess as needed.*
14. Notifies Payroll Department regarding work schedules and time records.
15. Performs other related duties as assigned.

Supervisory Responsibilities:

Directly supervises employees. Carries out supervisory responsibilities in accordance with the organization's policies and applicable laws. Responsibilities include training employees; planning, assigning, and directing work; appraising performance; rewarding and disciplining employees; addressing complaints and resolving problems.

Qualifications:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Language Ability:

Ability to read, analyze, and interpret general business periodicals, professional journals, technical procedures, or governmental regulations. Ability to write reports, business correspondence, and procedure manuals. Ability to effectively present information and respond to questions from groups of managers, clients, customers, and the general public.

Math Ability:

Ability to calculate figures and amounts such as discounts, interest, commissions, proportions, percentages, area, circumference, and volume. Ability to apply concepts of basic algebra and geometry.

Reasoning Ability:

Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form. Ability to deal with problems involving several concrete variables in standardized situations.

Computer Skills:

To perform this job successfully, an individual should have knowledge of Microsoft Word, Microsoft Excel, Gmail software, and point of sale software / tablet.

Education/Experience:

High school diploma or general education degree (GED); and four to five years related experience as a server; or equivalent combination of education and experience.

Knowledge, Skills, and Other Abilities:

- Conflict management skills
- Time management skills
- Strong oral and written communication skills
- Ability to objectively evaluate any situation

Physical Demands:

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. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to stand, walk, sit, use hands, reach with hands and arms, talk or hear, and taste or smell. The employee is occasionally required to climb or balance and stoop, kneel, crouch or crawl. The employee must regularly lift and/or move up to 40 pounds.

Work Environment:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is usually loud.