

Jamestown Brewing Co, Inc.
Job Description

Job Title: Server

Department: Restaurant

Reports To: Head Server/ General Manager

FLSA Status: Non-Exempt

Summary: Responsible for serving meals to patrons in the dining establishment by performing the following duties.

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

1. Presents menu, answers questions, and makes suggestions regarding food and service.*
2. Writes order on check or memorizes it.*
3. Relays order to kitchen and serves courses from kitchen and service bars.*
4. Observes diners to respond to any additional requests and to determine when meal has been completed.*
5. Completes all assigned opening and closing side work to prepare dining room, kitchen, and service stations for efficient operation during meal periods.*
6. Totals the bill, presents it to the guest, and accepts payment.*
7. Tenders proper change to guests using responsible cash handling procedures.*
8. Cleans, organizes, and maintains assigned stations and all services areas prior to, during, and after meal time rush.*
9. Applies knowledge of full menu, bar, and other information such as restaurant hours, table numbers, and payment options.*
10. Uses suggestive selling techniques to offer food specials, menu items, daily desserts, and other promotions.*
11. Turns in all cash and charge transactions at the end of each shift.*
12. Understands and complies with health, sanitation, and alcohol standards.*
13. Supplies service bar with food such as soups, salads, and desserts.*
14. Serves ice water and butter to patrons.*
15. Communicates all concerns to management which includes issues with health, sanitation, staff, inventory, and guests.
16. Cross-serves and assists team members as needed.

17. Performs other related duties as assigned

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 / tablets.

Education/Experience:

High school diploma or general education degree (GED); and one to two years related experience and/or training; or equivalent combination of education and experience.

Knowledge, Skills, and Other Abilities:

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

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.