[Place Company Logo Here]

Server Job Description

Essential Job Functions

- Providing excellent customer service
- Greeting patrons once they are seated
- Presenting menus to customers
- Providing information about daily specials to customers
- Answering questions from patrons about food and beverages
- Taking food and drink orders
- Verifying age of customers who order alcoholic beverages
- Up-selling additional food and beverage products
- Entering each item ordered into the register system
- Communicating customer orders to kitchen staff
- Updating customers regarding order status
- Verifying customer orders are correct
- Following health department rules and regulations
- Observing the principles of safe food handling and service
- Delivering orders to customers
- Refilling customer beverages
- Finding out if customers need additional items
- Verifying that customers are satisfied with their orders
- Removing empty plates, used silverware, and soiled napkins from tables
- Determining when customers have completed the meal
- Delivering checks to customers
- Accepting and processing customer payments
- Attending scheduled team or shift meetings
- _____
- _____

Knowledge, Skills, and Abilities

- Communicates appropriately and professionally with customers and other employees
- Builds rapport with customers to facilitate a positive dining experience and to boost restaurant sales
- Knows and is able to accurately use culinary terminology relevant to the role
- Comfortable multitasking consistently throughout each shift
- Has previous retail or food service experience or formal training in the field
- Operates a payment transaction system accurately and efficiently
- Works effectively with others in a team environment

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- Able to read, comprehend and follow instructions and menus
- Able to accurately write (or type if using a tablet-based ordering system) customer order
- _____
- _____

Physical Requirements

- Ability to lift, carry, deliver and serve from trays weighing up to 50 pounds throughout an eight-hour shift
- Ability to balance a serving tray on one hand while distributing orders to customers with the other
- Ability to carry and set up a folding table to support particularly heavy orders
- Ability to stand and walk continually throughout an eight-hour shift
- Ability to bend, stoop and reach while carrying serving trays weighing up to 50 pounds
- Visual acuity to see restaurant menus, take customer orders, review customer bills and smoothly navigate dining room, kitchen, and other facility areas
- Ability to attend work as scheduled, working various schedules and shifts throughout normal business hours
- _____
- _____

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