

THE GROVE CLUB
JOB DESCRIPTION

Job Title: Server
Reports To: Restaurant Manager

Department: Food and Beverage
FLSA Status: Non-Exempt

General Summary of Duties

The purpose of this job is to serve guests enthusiastically, suggestively selling menu items, serving both food and drink products, correctly charging member accounts for food and beverages sold and ensuring that members receive recognition, anticipation and seamless service that supports club standards throughout their meal. Perform all tasks related to food and beverage service in a courteous and efficient manner while maintaining a clean work area.

Typical Physical/Mental Demands

Requires mobility and prolonged standing. Bending and reaching to a height of eight feet. Transporting, pushing, pulling, and maneuvering items weighing up to thirty (30) pounds. Working at a height of four (4) feet. Normal sense of smell, taste, touch, and sound. Normal vision range. Eye/hand coordination and manual dexterity. Ability to distinguish letter, figures, symbols, and colors. Work may be performed in small areas having a three-foot access. Work entails chemical usage. Ability to tolerate varying conditions of noise level, temperature, illumination, and air quality.

Examples of Duties (including but not limited to the following)

- Always displays the highest standards of service, welcoming members in a polite, gracious, and enthusiastic manner; always paying attention; anticipating and meeting their needs.
- Encourages and builds mutual trust, respect, and cooperation among team members.
- Take and deliver food and beverage orders to guests and ensure correct and prompt delivery of orders.
- Greets members, explains special of the day, explains menu using concise and articulate language, and listens and responds to question.
- Suggestively sells appetizer, entrée and dessert menu items by describing each item in an appetizing way.
- Delivers checks promptly to the line so that orders can be prepared within the prescribed time.
- Returns to the table throughout the guests visit to ask if guests are satisfied, check for refills, suggestively sells additional items and clear items from the table, and delivers the check.
- Performs service duties for other servers in the dining room by picking up their orders when ready in the kitchen and delivering them and aiding other tables when necessary.
- Communicates with members demonstrating confidence and encourages them to feel unique and special.
- Handles multiple priorities, works under stress, and exercises good judgment when dealing with guest situations and complaints.
- Do what you can to help ensure an efficient, smooth flowing restaurant.
- Enter order into computer system to request food & beverage preparation.
- Observe members to respond if additional service is required.
- Prepare check and deliver to guests when finished.
- Clear, clean, reset, and maintain station during shift.
- Pre-busses as appropriate in the seamless maintenance of tables during service.
- Clears and resets tables of china, glass, silver, linen as well as other meal period appropriate tabletop.
- Works with bartenders and chefs in the delivery of food or beverage.

- Maintains service sets as and side work as assigned for each shift to ensure preparedness for anticipated business levels.
- Always ensures professional conduct in general and with proper etiquette.
- Is fully knowledgeable of department's food and beverage menus and sequence of service as they pertain to the members in his/her charge.
- Consistently checks on the member satisfaction, comfort and verify' s accuracy of services provided, adjusts and corrects as needed while communicating unresolved service flaws to his/her supervisor.
- Attends daily line-ups meetings and training when requested, to ensure proper skills necessary to perform duties.
- Performs other reasonable duties requested by management.
- Responds quickly and positively to members' questions, requests, problems, and complaints and resolves them effectively and consistently.
- Maintains overall knowledge of the Club and provide proactive assistance to customers when appropriate using clear and concise conversation.
- Always smiles and engages our guests first, using their name when appropriate and always maintaining eye contact.
- Stays well groomed, looking professional, clean, and appropriately fitted in compliance with the club's standards.
- Follow and enforce health, welfare, and safety policies and procedures to ensure a safe environment for all guests and fellow team members.
- Ensure your workspace is cleaned and sanitized as directed by the club.
- Practice good hygiene prior to reporting to work and when returning to your assigned workstation. This includes, but is not limited to washing your hands, avoid touching your face, limiting unnecessary physical contact with others, coughing/sneezing into a tissue or the inside of your elbow, and disinfecting frequently used items and surfaces in your work area as directed by Management using company provided cleaning products.
- Wear company issued Personal Protective Equipment such as masks or gloves from time to time as directed by the Company.

Required Qualifications

- High school diploma or GED; 1 years' experience in the food and beverage, culinary, or related professional area.
- Ability to communicate effectively and establish and maintain effective working relationships.
- Standing, sitting, or walking for extended periods of time and ensuring a professional appearance in a clean uniform are also required.

This job description is not intended to cover or contain a comprehensive listing of all activities, duties or responsibilities that may be required.