

PERDIDO BEACH RESORT
Position Description

Position Title: **Food Server**

Department: **Outlet Specified on Offer**

Reports to: Restaurant Manager

Date Written/Revised: 10/01/02

POSITION PURPOSE: Service of food and/or beverage to include the order-taking and delivery of any food and/or beverage items. This task is to be handled in a friendly, courteous, helpful, timely and professional manner resulting in a very high level of guest satisfaction.

EXAMPLES OF DUTIES:

ESSENTIAL FUNCTIONS:

Average
Percent
of Time

- 15 Check station before, during and after shift for proper set-up and cleanliness.
- 15 Greet the guests in a friendly and courteous manner and explain any specials and/or restaurant promotions for guest awareness.
- 10 Record the details of the order from the guests, repeating the order to the guest to check for accuracy.
- 10 Input the order into the Point of Sale computer to inform the kitchen of the particulars in the order being placed.
- 15 When complete, retrieve order up to 40 lbs. from kitchen, confirm its accuracy, lift and deliver to guest along with appropriate condiments. Abide by all State, Federal and Corporate liquor regulations pertaining to serving alcoholic beverages to minors and intoxicated guests.
- 10 Replenish beverages as necessary and check with guests for overall satisfaction.
- 10 Market and serve upon request any dessert items or specialty coffees.
- 5 Present the check to guest promptly.

Other:

Regular attendance in conformance with the standards, which may be established by Resort from time to time, is essential to the successful performance of this position. Employees with irregular attendance will be subject to disciplinary action, up to and including termination of employment.

Due to the cyclical nature of the hospitality industry, employees may be required to work varying schedules to reflect the business needs of the hotel.

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Upon employment, all employees are required to fully comply with Resort rules and regulations for the safe and efficient operation of hotel facilities. Employees who violate Hotel rules and regulations will be subject to disciplinary action, up to and including termination of employment.

SUPPORTIVE FUNCTIONS:

In addition to performance of the essential functions, this position may be required to perform a combination of the following supportive functions, with the percentage of time performing each function to be solely determined by the supervisor based upon the particular requirements of the hotel.

- Supplement the bushelp in clearing and resetting the tables.
- Perform all assigned sidework to include replenishing condiments and restocking sidestands.
- Perform any general cleaning tasks using standard hotel cleaning products as assigned to adhere to health standards.

SPECIFIC JOB KNOWLEDGE, SKILL AND ABILITY

The individual must possess the following knowledge, skills and abilities and be able to explain and demonstrate that he or she can perform the essential functions of the job, with or without reasonable accommodation, using some other combination of skills and abilities.

- Must have basic knowledge of food and beverage preparation, service standards, guest relations and etiquette.
- Knowledge of the appropriate table settings, silverware and menu items.
- Ability to read, write and speak the English language sufficient to understand menus, special promotions, record orders, communicate with guests to explain and record orders.
- Ability to remember, recite and promote the variety of menu items.
- Ability to transport large trays weighing up to 30 lbs. through a crowded room on a continuous basis throughout shift.
- Ability to operate beverage and toast equipment.
- Ability to operate a keyboard and learn Point of Sale procedures to pre-check order and close out the check.

QUALIFICATION STANDARDS

Education:

Any combination of education, training or experience that provides the required knowledge, skills and abilities. Grade school education preferred.

Experience:

No prior experience required. Prior hospitality experience preferred.

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Licenses or certificates:

Ability to obtain any government required licenses or certificates. For example: Washington Health Card; Oregon Liquor Service Permit. CPR Certification and/or First Aid training preferred.

Grooming:

All employees must maintain a neat, clean and well groomed appearance (specific standards available).

Other:

EMPLOYEE SIGNATURE: _____ DATE: _____