



## Server Job Description

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Job Title: Server Department: Front of the House  
Reports to: FOH Manager Job Titles Supervised: None

### Primary Duties and Responsibilities:

- Practices proper time reporting (i.e. clocks in and out).
- Arrives to work on time and ready to work.
- Is neat and well-groomed for every shift and in immaculate and proper work attire.
- Understands and adheres to all safety, sanitation, and administrative procedures.
- Provides complete and timely communication to guests and other team members (TMs) throughout the shift.
- Is prepared to conduct weekly maintenance duties.
- Completes all assigned tasks and duties requested by managers.

### Before Service:

- Attends pre-shift meeting to communicate with managers and other TMs to learn of daily specials, events, VIP guests, and important shift information.
- Performs assigned sidework to prepare for shift.
- Stocks server side stations with food products and supplies (e.g., utensils, dishes, ice) to ensure adequate supplies are available during the shift.
- Polishes all glass and silverware on tables to provide guests with exceptionally clean table settings.
- Inspects the dining room to ensure that tables and chairs are clean, tables are set, floor is free of debris, glassware is spotless, and other details of ambience are attended to.

### During Service:

- Tastes specials during food meetings to familiarize self with sauces and flavours to describe menu items to guests.
- Helps greet and seat guests.
- Greets guests at the table, introduces self, takes drink orders, and romances features.
- Delivers drink orders, opens, and serves wine and/or bottled/filtered water.
- Answers guests' questions regarding menu items and ingredients to ensure a high level of guest service, to promote particular menu items to increase sales and/or to meet guests' dietary needs.
- Takes guests' orders – recording any special requests or modifications carefully.
- Enters items into POS system so team knows what beverages and meals to prepare.
- Keeps ticket current and finalizes bill using POS system to prepare it for customer presentation.
- Serves alcohol to guests following provincial and local liquor laws and responsible alcohol service procedures to protect guests and the community from injury, protect the restaurant from fines and litigation, and prevent the loss of the restaurant's liquor license.
- Communicates all issues regarding food orders to the kitchen & management teams.
- Communicates with the kitchen team to determine the reason for delays in food orders to the guest and takes appropriate action to ensure delivery of excellent service.
- Inspects all food orders by comparing plate to order to ensure food items meet guest's order and The Charcoal Group's quality and presentation standards.
- Delivers food in timely fashion to appropriate guest seat.
- Returns orders to kitchen or bar, if necessary, to ensure delivery of excellent food and drink.

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- Attends to guests' needs throughout the meal by serving food, refilling drink glasses, responding to requests, and ensuring the proper pace of food delivery.
- Visits guests at their tables by asking them about their meals and engaging them in light conversation to establish and assess guest satisfaction, develop ongoing positive relationships, and promote repeat business.
- Handles guests' complaints by listening to their concerns, notifying manager of problems, and solving complaints to ensure guest satisfaction and return visits.
- Never turn your head from a standard & always address issues you face.
- Jump in to help out team whenever needed, regardless of "who's job it is".
- Completes transactions with various forms of payment using POS system to ensure proper payment for food and beverage orders.
- Thanks guests as they leave and asks them about their experience at the restaurant to ensure continued satisfaction and to determine if they need additional service.
- Helps reset tables in the dining room by wiping off chairs and booths and placing clean silverware and glassware on tables to ensure tables and booths are ready for arriving guests.
- Assists other TMs as needed.
- Monitors and re-stocks server stations with supplies (e.g., utensils, dishes, ice) to ensure adequate supplies are available.

**At the end of the shift:**

- Retrieves print-out of sales, prepares checkout, and "cashes out" with the manager to ensure that all restaurant monies have been collected.
- Performs closing, cleaning, and maintenance duties as directed by manager to prepare for the next day's operation.
- Checks out with a manager before leaving to ensure all duties and sidework have been completed and performed to standard.
- Completes and delivers tip-outs to other TMs to reward them for their service, in accordance with local practice.

**Minimum Requirements:**

At least one year previous serving experience in a comparable atmosphere.

Ability to communicate (verbally and in writing) in English.

Must be 18 years of age.

Ability to understand and follow direction from others.

Ability to perform basic math functions.

Must have Smart Serve certification.

**Physical Requirements:**

Ability to bend at the waist and lift items up to 50lbs to waist level.

Ability to carry items of up to 50 lbs.

Ability to move items up to 30 lbs for distances of up to 25 feet.

Ability to remain standing and active for an 8-12 hour shift.

Ability to frequently climb and descend flights of stairs as well as ladders.

Ability to hear, understand, and respond to TMs' and guests' requests in a loud environment.

Skill and co-ordination at using hands to write, pour, and carry several drinks at once, and carry several plates and bowls.

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