



Server 1

Classification: Hourly

Salary Grade: Non-exempt

Reports to: Assistant Dining Room Manager, Dining Manager, Service Director

Job Description:

Continuously upholds The Reserve at Lake Keowee's mission, values, and service expectations in everyday work performance. Server is responsible for coordinating entire service station, and communicating with the front and back of the house personnel to provide a dining experience that meets or exceeds Member/Guest expectations. Processes guest's orders and ensures that all items are prepared properly and in a timely manner. Present, open, and pour wine when serving Member/Guest, if age allows. Server observes diners to ensure that guests are satisfied with food, beverages and service. Responds to additional requests and determines when the meal has been completed. Totals bill and accepts payment. Remove and replace dishes and silverware between courses. Clean and reset vacated tables. Set up, execute and breakdown banquets.

Essential Job Functions:

- Review floor plan at beginning of each shift and begin shift checklist.
- Inform guests of specials and menu changes, make suggestions and answer questions regarding food, beverages and service.
- Writes food and beverage orders from Member/Guest and relays order to the kitchen staff and bartender as appropriate via the POS.
- Communicates with the host/hostess, kitchen staff, expo, and bartender and to entire station to ensure guest satisfaction with the food and service.
- Serves courses from kitchen and service areas promptly, garnishes items with proper presentation prior to serving.
- Observes diners to ensure that guests are satisfied with food and service, responds to additional requests and determines when the meal has been completed.
- Totals bill and accept payment.
- Removing/replacing unnecessary dishes, glassware and silverware from table at conclusion of each course.
- Clean and reset vacated tables.
- Set up, execute and/or breakdown banquet events.
- Complete all opening, closing, daily, and weekly checklists.
- Work as a team for all banquets/buffets.

- Communicate with managers on status of tables.

Competencies:

- Reading, writing, arithmetic, and mathematics, speaking and listening.
- Thinking creatively, making decisions, solving problems, knowing how to learn, and knowing how to reason.
- Individual responsibility, self-management, integrity, time management, and sense of urgency.
- Working in teams, teaching others, serving customers, and working well with people from culturally diverse backgrounds.
- Acquiring and evaluating data, interpreting and communicating, and using computers to process information.
- Understanding social, organizational, and technological systems.
- Ability to follow oral and written directions.
- Complete 90 day grace period with good attendance and no write ups.
- Completion of Shadowing/Training.
- Must obtain specific knowledge of Jonas.
- Must be able to take tables by themselves with confidence and proper sequence of service along with knowledge of food.
- Maintain clean & proper uniform.
- Adhere to all rules and regulations
- Must have a general knowledge of regular members.
- Must pass all regular testing on Food & Beverages.
- Must know all table numbers and seat numbers.

Supervisory Responsibility: Server 1 has no supervisory responsibility

Work Environment: While working the duties of this job the employee is occasionally exposed to outdoor weather conditions. The work environment is friendly and professional and can be busy, fast-paced and energetic. Work environment is exposed to cleaning chemicals and solutions on a daily basis.

Physical Demands: Must be able to stand and exert fast-paced mobility for periods of up to 6 hours in length. Must have good sense of balance, be able to bend, kneel and have ability to frequently maneuver trays weighing up to 45 pounds. Server must have the ability to lift furniture, and banquet equipment. Must be able to walk and have full range of mobility.

Travel: No travel is expected for this position

Required Education and Experience: No prior experience is required

Additional Eligibility Qualifications: Must have dependable transportation. Server must be at least 16 years of age.

Work Authorization/Security Clearance (If applicable): Background check and drug screening required

Other Duties: Assist Kitchen staff with prep when necessary. Work banquets when necessary.

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties, or responsibilities that are required of the employee for this job. Duties, responsibilities, and activities may change at any time with or without notice.

Signature: The employee is expected to uphold and follow all company policies and to act as an example in the adherence to the policies. Nothing in this job description restricts management’s right to assign or reassign duties and responsibilities to this job at any time.

I have read and understand this explanation and job description:

Employee Signature: _____ Date: _____

Manager Signature: _____ Date: _____

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