

POSITION DESCRIPTION

JOB TITLE: Food Server (Part-Time)
DEPARTMENT: Food & Beverage
REPORTS TO: Restaurant Assistant Manager

ESSENTIAL PURPOSE: To provide knowledgeable food and drinks recommendations to restaurant guests in a timely fashion and within specified guidelines.

ESSENTIAL DUTIES:

- To anticipate, understand and respond to all guest needs and requests in a timely and professional manner.
- To provide prompt, efficient, and gracious customer service to restaurant guests, including artfully and informatively describing menu items, taking and properly serving food and beverage orders; and opening, closing, and presenting guest checks.
- To satisfactorily perform, as directed, all routine opening and closing side duties including preparing dessert trays, folding napkins, and stocking and setting up kitchen for appropriate meal service.
- To assist in daily inventory counts of needed supplies and to promptly report any needs and deficiencies.
- To supervise and mentor Buspendons to ensure tables are properly set with clean silver and linens, and correct accessories, throughout shift.
- To assist Captain, as directed, in all aspects of service.
- To attend nightly pre-service meetings with Chef, in order to be completely familiar with the menu and special items, and to ensure smooth service throughout shift.
- To complete and pass periodic Server Information and Food Product Knowledge Tests.
- To inventory, polish, and organize silverware, as directed.

- To follow all specified procedures to correctly handle all cash, credit, and gift certificate transactions.
- To follow all policies and procedures of JC Resorts LLC.
- To immediately report all suspicious occurrences and hazardous conditions.
- To maintain the cleanliness and safety of work areas at all times.
- To practice safe work habits at all times, to avoid injury to self and others.
- To comply with company and departmental safety rules and regulations, including the proper handling of all relevant equipment.
- To attend all mandatory meetings as directed.
- To perform other tasks, including cross-training, as directed.

JOB KNOWLEDGE & EDUCATIONAL LEVEL: High school diploma or equivalent required. High level of English fluency required. Must have at least one year experience in food service in a fine dining environment, including basic knowledge of food and wine service, correct table settings, and dining room etiquette. Hotel restaurant experience preferred, including working knowledge with Micros and P.O.S. systems.

PERSONAL APTITUDES: Detail oriented. Organized and efficient. Learns quickly. Safety-minded. High quality standards for production and service. Diplomatic and calm. Strong verbal communications skills. Courteous, friendly, and professional manner. Good team player. Customer service focus. Able to work productively with little supervision. Trustworthy and reliable.

WORKING ENVIRONMENT: Works indoors throughout shift. Spends approximately 50% of shift in temperature controlled, clean, well-lighted dining room, and remaining 50% in kitchen areas. Dining room is bi-level. Kitchen may be moist, warm, and odorous from cooking foods. Kitchen floor is uneven, and may be slippery from moisture and grease. Possible exposure to blood-borne pathogens.

PHYSICAL DEMANDS: Stands and walks short distances throughout shift. Constantly required to handle and move objects weighing up to 30 lbs. over short to moderate distances. Occasionally required to handle and move objects weighing up to 50 lbs. over short to moderate distances. Bends and stoops to perform routine cleaning and service tasks. Frequent use of stairs, daily. Must be able to work well under pressure.

IMPACT OF DECISION: Decisions directly impact customer service and the public image of the hotel. Poor decisions may result in customer dissatisfaction and loss of revenues, due to unprofessional manner, lack of product knowledge, unsafe work practices, or improperly handled customer service situations.

GENERAL: Must comply with the Company's Appearance and Dress Code policy as set forth in the Employee Handbook.

JOB CLASSIFICATION: The position is classified as Part-Time and, upon completion of the Introductory Period, the employee is eligible for certain benefits outlined in the Employee Handbook. Notwithstanding the foregoing, the Company reserves the right to amend, change or discontinue the policies, practices and benefits described in the handbook at any time and without notice.

NON-EXEMPT POSITION: Non-exempt employees are subject to the wage and hour laws and entitled to overtime pay. All overtime work by a non-exempt employee must be approved in advance by the employee's supervisor or the General Manager and the time initialed by him/her on the time card. Non-exempt employees who work overtime without prior approval are subject to disciplinary action, including termination.

AT-WILL EMPLOYMENT: The relationship between JC Resorts LLC and the employee is for an unspecified term and is considered "at will." This means that the terms and conditions of employment may be changed, with or without cause and with or without notice, including, but not limited to termination, demotion, promotion, transfer, compensation, benefits, duties and location of work. No one other than the President of the Company has the authority to make any verbal or written agreement contrary to this provision and any such agreement must be put in writing and signed by the President before it is effective.

JC Resorts LLC reserves the right to modify and update this Position Description as needed.

I have read and understand the above-referenced job requirements and have the ability to perform all of the essential duties listed herein. I agree to comply with the Company's performance standards and understand that I will need to be flexible in order to accommodate the changing needs of the hotel operation.

I further agree to comply with the rules and regulations set forth in the Employee Handbook and agree to abide with any departmental policies.

I acknowledge receipt of a copy of this job description.

Employee's name (please print)

Employee signature
Date: _____

Supervisor signature
Date: _____