



THE SPRINGS

JOB DESCRIPTION

POSITION TITLE: Server

REPORTS TO: Food & Beverage Manager, Assistant Food & Beverage Manager, Dining Room Manager

FLSA CLASSIFICATION: Non-Exempt

POSITION OVERVIEW

Provide five-star service to The Springs members and guests. Ensure that guests' needs are taken care of and provide them with outstanding hospitality. Be a part of creating a warm, friendly environment at all times.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Sets-up dining room and perform opening duties
- Learns specials for the day
- Greets members and guests upon arrival; use member's names
- Takes members/guests drink orders and provide menus
- Describes specials in addition to menu offerings
- Takes members/guests food and drink orders with accuracy
- Enters orders promptly into the POS system and ensure that orders are received in the kitchen
- Serves meals promptly as they are ready from the kitchen
- Checks back to ensure member/guest satisfaction
- Takes care of any issues/complaints immediately and cheerfully; advises supervisor of any complaints as soon as they occur
- Ensures that drinks are replenished in a timely manner
- Ensures that soiled dishes, glasses, and silverware are removed promptly when member/guest is finished; guiding the meal accurately so as not to rush the member/guest or take away a plate before they are finished
- Suggests and serve dessert, coffee, and after dinner drinks
- Uses POS system to properly prepare bill
- Provides member with his/her bill and ensure it is signed
- Upon leaving, thanks the member and guest with genuine appreciation
- Ensures that all areas seen by members and guests are kept clean (tables, busser station, etc.)
- Attends daily pre-shift meetings; always be on time
- Performs closing duties
- Abides by all club safety and security policies and procedures; report all unsafe work conditions and all accidents no matter how minor to management
- Performs other duties as assigned by supervisors
- Adheres to and deliver The Springs standards and sequence of service
- Follows all rules and regulations established in The Springs Employee Handbook

REQUIREMENTS

- Working knowledge of POS systems; basic knowledge of liquors, beers, and wines
- Ability to present and open bottled wine tableside following proper procedure
- Ability to learn member names quickly
- Must be able to speak and understand English to clearly communicate with members and guests
- Cheerful, friendly, and accommodating demeanor
- Able to work a flexible schedule including nights, weekends, and holidays

EDUCATION AND EXPERIENCE

- One year serving experience in a fine dining restaurant
- Previous Country Club experience a plus
- Current Riverside County Food Handler's Card

PHYSICAL DEMANDS

- Must be able to move, lift, carry, push, pull, and place objects up to 20 lbs., 1-33% of the time
- Ability to bend, kneel, squat, or reach for intermittent periods, 33-67% of the time
- Ability to climb and lift for intermittent periods, 1-33% of the time
- Repetitive movement of arm at shoulder for intermittent periods, 33-67% of the time
- Repetitive movement of both hands for intermittent periods, 33-67% of the time
- Pushing/pulling up to 10 lbs., 33-67% of the time
- Ability to twist neck and/or body for intermittent periods, 33-67% of the time
- Ability to stand or walk for extended period of time, 67-100% of the time
- Requires climbing up step stools/ladders
- Requires working in both inside and outside environmental conditions
- Occasional exposure to chemical products

The intent of this position description is to provide a representative summary of the major duties and responsibilities performed by incumbents of this job. Incumbents may be requested to perform job-related tasks other than those specifically presented in this description.

Equal Opportunity Employer

In order to provide equal employment and advancement opportunities to all individuals, employment decisions at The Springs will be based on merit, qualifications, and abilities. The Springs does not discriminate in employment opportunities or practices on the basis of race, color, religion, sex, national origin, age, disability, or any other characteristic protected by law. The Springs will make reasonable accommodations for qualified individuals with known disabilities unless doing so would result in an undue hardship. This policy governs all aspects of employment, including selection, job assignment, compensation, discipline, termination, and access to benefits and training.