



Job Description and Expectations for Server

Position Title: Server

Job Summary:

The Server is responsible for providing exceptional customer service by taking orders, serving food and beverages, and ensuring guests have a memorable dining experience. Servers must have a strong understanding of the menu, including alcohol and dessert options, to effectively upsell and enhance the guest experience.

Key Responsibilities:

1. Customer Service:

- Greet guests within 45 seconds of seating.
- Provide menus and answer questions about menu items, making informed recommendations based on guests' preferences.
- Take accurate food and beverage orders and relay them to kitchen staff.
- Serve food and beverages promptly and ensure guest satisfaction.

2. Order Management:

- Monitor and manage tables to ensure timely and accurate delivery of orders.
- Provide guests with a check promptly after offering dessert and a final drink.

3. Beverage Service:

- Ensure guests' drinks are never empty by offering refills and monitoring drink levels.
- Serve alcoholic beverages responsibly, adhering to training and guidelines.
- Upsell alcohol by recommending appropriate pairings and offering premium options.
- Offer post-dinner coffee and other after-dinner beverages.

4. Upselling and Recommendations:

- Actively upsell alcohol, desserts, and coffee by understanding and describing menu items effectively.
- Have a thorough knowledge of all menu items, ***including their ingredients and preparation methods.***



- Be well-versed in all wines, beers, and cocktails offered, and provide knowledgeable recommendations to enhance the dining experience.

5. Cleanliness and Organization:

- Maintain a clean and organized dining area, including clearing and resetting tables and monitoring floors.
- Follow health and safety guidelines for food handling and cleanliness.

6. Team Collaboration:

- Communicate effectively with kitchen staff and other team members.
- Assist colleagues as needed to ensure smooth operation of the restaurant.

Expectations:

1. Timeliness and Attendance:

- Arrive on time for all scheduled shifts.
- Provide a minimum of two hours' notice if unable to attend a shift.

2. Work Ethic:

- Maintain high standards of cleanliness and organization.
- Work efficiently and effectively to complete tasks in a timely manner.

3. Professional Conduct:

- Follow all The Tavern's policies and procedures.
- Exhibit a positive attitude and a willingness to help others.

4. Health and Safety:

- Adhere to all health and safety regulations.
- Wash hands regularly, especially after handling food, using the restroom, or touching personal items.

5. Uniform and Appearance:

- Wear The Tavern's uniform, including a polo shirt and appropriate pants.
- Maintain a clean and neat appearance, with hair restrained by a hat, pulled back, or in a hair net.

6. Training and Development:



- Participate in all required training sessions.
- Continuously seek to improve skills and knowledge related to the role.

7. Upselling:

- Master the art of upselling by confidently recommending alcohol, desserts, and coffee.
- Demonstrate a firm understanding of the menu and drink options to provide effective suggestions.
- Engage with guests to identify their preferences and offer tailored recommendations.

Physical Requirements:

- Ability to stand for extended periods.
- Ability to lift and carry up to 25 pounds.
- Manual dexterity for handling trays and service equipment.