

Job Profile Title:	Food Server TD-Union
Job Code:	14089
Profile Title:	14089 Food Server TD-Union
Grade / Band:	Union - Hourly
FLSA Status:	Non-Exempt

Primary Purpose:

It is the primary responsibility of the Food Server to take and deliver customer orders, maintain tables, guest satisfaction and finalize checks. The food server is also responsible for performing side work and general cleaning of assigned stations.

Principal Duties & Responsibilities

Greet guests in a positive, friendly manner and make them feel welcome
Knowledgeable of selling techniques and service delivery of menu items of every course and both non and alcoholic beverages
Maintain table cleanliness utilizing a silent service approach
Itemize bills correctly and efficiently secure payment
Maintain cleanliness and stock of assigned areas, side stations, tables and Point of Sale (POS) stations
Anticipate the guests' needs and respond appropriately with a sense of urgency
Communicate with management, chefs and culinary staff in order to fulfill and address any issues or needs requested by guests and or other employees

Required for All Jobs

Performs other job-related duties as requested
Proof of eligibility to work in the United States

Work Experience

Experience	Experience Details	Required/ Preferred
5+ Years of Prior Relevant Experience	Food and Beverage experience in a high-paced environment with food service experience	Preferred

Additional Requirements

Details	Required/ Preferred
Work varied shifts, to include weekends and holidays	Required
Experience working in a similar resort setting	Preferred

Knowledge, Skills and Abilities

KSAs

Knowledgeable of menu items, including characteristics of wine and champagne by the glass, major wines, liquor brands, beer, non-alcoholic beverages, designated glassware, terminology, and garnishes

Knowledgeable of standard kitchen equipment and supplies, including, but not limited to toasters, refrigerators, and coolers, slicers and beverage machines

Knowledge of health, safety and sanitation regulations

Knowledgeable of computers and Point of Sale (POS) systems

Able to effectively communicate in English, in both written and verbal forms

Knowledge of hotel services, features, local attractions and activities to respond to guest inquiries accurately

Excellent customer service skills and interpersonal skills to effectively communicate with all business contacts

Physical Requirements

A thorough completion of this section is needed for compliance with legal standards such as the Americans with Disabilities Act. The physical requirements described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

Physical Requirement	N/A	Rarely	Occasionally	Frequently	Constantly	Weight/ w.p.m.
Standing						
Walking						
Sitting						
Lifting						
Carrying						
Pushing						
Pulling						
Climbing						
Balancing						
Stooping						
Kneeling						
Crouching						
Crawling						
Reaching						
Handling						
Grasping						
Feeling						
Talking						
Hearing						
Repetitive Motions						
Eye/Hand/Foot Coordination						

Work Environment

While performing the duties of this job, the associate is required to work within the selected work environments.

Work Environment	N/A	Rarely	Occasionally	Frequently	Constantly
Extreme cold					
Extreme heat					
Humid					
Wet					
Noise					
Hazards					
Temperature Change					
Atmospheric Conditions					
Vibration					

Mental Requirements

While performing the duties of this job, the associate is required to work within the selected mental requirements.

Mental Requirement	N/A	Rarely	Occasionally	Frequently	Constantly
--------------------	-----	--------	--------------	------------	------------