

Job Description Server/Host/Bar Tender

Position title	Department	Reports to
Server/Host/BarTender	FOH	Owner, Isabella
Employment status	FLSA status	Effective date
<input type="checkbox"/> Temporary <input type="checkbox"/> Full-time <input type="checkbox"/> Part-time	<input type="checkbox"/> Nonexempt <input type="checkbox"/> Exempt	

Position Summary

This position offers a dynamic role at Northside Diner, where your friendly demeanor and organizational skills contribute to an exceptional dining experience. The combination of minimum wage and tips provides the potential for competitive compensation.

Essential Duties and Responsibilities

The essential functions include, but are not limited to the following:

- 1. **Greeting and Seating Guests:**
 - Warmly welcome guests as they enter the diner.
 - Escort guests to their assigned tables and provide menus.
- 2. **Assisting with Waitlist:**
 - Keep track of waiting guests and provide estimated wait times.
 - Communicate effectively with guests regarding table availability.
- 3. **Communication Liaison:**
 - Communicate effectively with the kitchen staff to ensure timely delivery of orders.
 - Relay any customer special requests or dietary considerations.
- 4. **Maintaining Cleanliness:**
 - Ensure the cleanliness of the reception area and waiting area.
 - Assist in keeping dining areas tidy during peak hours.
 - Keep the bar area clean and organized at all times.
 - Wash glassware and utensils, ensuring they are properly sanitized.
- 5. **Handling Phone Inquiries:**
 - Answer phone calls in a polite and professional manner.
 - Provide information about reservations, menu items, and general inquiries.
- 6. **Handling Payments:**
 - Accurately process payments, including cash and card transactions.
 - Return correct change promptly and courteously.
- 7. **Upkeeping Menu Knowledge:**
 - Stay informed about menu items, specials, and any changes.
 - Offer recommendations to guests based on their preferences.
- 8. **Customer Service:**
 - Address guest concerns or complaints promptly and professionally.

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- Ensure a positive and welcoming atmosphere for all guests.
- Provide exceptional customer service to ensure a positive dining experience.
- Greet customers, take orders, and answer menu-related questions.
- 9. **Team Collaboration:**
 - Work closely with the entire restaurant team to enhance overall efficiency.
 - Support fellow staff members during busy periods.
- 10. **Adhering to Policies:**
 - Follow Northside Diner's policies and procedures regarding guest service.
 - Uphold health and safety standards at all times.
 - Report any safety hazards or concerns to the management.
- 11. **Order Accuracy:**
 - Accurately record and relay customer orders to the kitchen.
 - Double-check orders before serving to ensure correctness.
- 12. **Table Maintenance:**
 - Set up tables with utensils, napkins, and condiments.
 - Clear tables efficiently and reset them for the next guests.
- 13. **Timely Service:**
 - Serve food and beverages promptly and efficiently.
 - Monitor table turnover and optimize service speed during peak hours.
- 14. **Up-selling and Recommendations:**
 - Suggest additional menu items, specials, or beverages to enhance the dining experience.
 - Encourage customers to try desserts or specialty beverages at the end of their meal.
 - Provide recommendations based on customer preferences.
- 15. **Quality Control:**
 - Ensure food quality meets the diner's standards before serving.
 - Address any customer concerns regarding the food promptly and professionally.
- 16. **Mixing and Serving Beverages:**
 - Prepare and serve a variety of beverages, including cocktails, beer, and wine.
 - Ensure the correct proportions and ingredients for each drink.
- 17. **Customer Interaction:**
 - Engage with customers in a friendly and welcoming manner.
 - Take drink orders, provide recommendations, and create a positive atmosphere.
- 18. **Inventory Management:**
 - Monitor and manage bar inventory, restocking as needed.
 - Report low stock levels to management for timely replenishment.
- 19. **Creating Specials:**
 - Develop and suggest drink specials to attract customers.
 - Stay informed about new trends and beverages to enhance the menu.
- 20. **Checking Identification:**
 - Verify the age of customers to ensure legal drinking age compliance.
 - Refuse service to intoxicated or underage individuals.

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- 21. ****Upkeeping Restroom Cleanliness:****
 - Monitor and clean restrooms regularly to ensure a tidy and sanitary environment.
 - Report any maintenance issues to the appropriate staff.
- 22. ****Shift Closing Responsibilities:****
 - Assist in closing duties, such as reconciling cash registers and securing the market area.
- 23. ****Promoting Loyalty Programs:****
 - Encourage customers to participate in loyalty programs or special promotions.

Minimum Qualifications (Knowledge, Skills, and Abilities)

Servers must have the ability to take direction, criticism and instruction well.

They should demonstrate organizational skills and the ability to keep their cool in hectic situations.

Physical Demands and Work Environment

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this position. Reasonable accommodations may be made to enable individuals with disabilities to perform the functions.

We work at a fast pace and as a team. FOH staff must be able to stand for long periods of time, have the ability to lift heavy loads and complete tedious, repetitive tasks over a long period of time. Staff must be able to maintain a professional and friendly demeanor at all times, even with difficult customers.

Note

This job description in no way states or implies that these are the only duties to be performed by the employee(s) of this position. Employees will be required to follow any other job-related instructions and to perform any other job-related duties requested by any person authorized to give instructions or assignments. All duties and responsibilities are essential functions and requirements and are subject to possible modification to reasonably accommodate individuals with disabilities.

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To perform this job successfully, the employee(s) will possess the skills, aptitudes, and abilities to perform each duty proficiently. Some requirements may exclude individuals who pose a direct threat or significant risk to the health or safety of themselves or others. The requirements listed in this document are the minimum levels of knowledge, skills, or abilities. This document does not create an employment contract, implied or otherwise, other than an at will relationship.

Reviewed with employee by:

Signature: _____

Name and title: _____

Date: _____

Received and accepted by:

Signature: _____

Name and title: _____

Date: _____

The company is an equal opportunity employer, drug-free workplace, and complies with ADA regulations as applicable.