



BEAR VALLEY SPRINGS ASSOCIATION JOB DESCRIPTION

JOB TITLE: Server

DEPARTMENT: OTCC #24 and Oak Branch Saloon #23

CLASSIFICATION: Hourly, Non-Exempt

SALARY RANGE: \$9.00 – \$10.00 max per hr., DOE (plus tips)

JOB PURPOSE OUTLINE:

The Server provides outstanding customer service to all members and guests when scheduled in The Oaks Restaurant, the Oak Branch Saloon or for BVSA catered events. Knows restaurant menus, menu item ingredients and preparation methods. Accurately and efficiently takes customer food and beverage orders and delivers food and drinks according to orders taken. Maintains an awareness of daily specials and communicates in a positive and professional manner with all customers and employees.

REPORTS TO: Under the direction and supervision of the Amenity Supervisor, Lead Server or the Food and Beverage Manager.

SUPERVISES: Member/guest food orders, server station resources, service supplies.

WORK ENVIRONMENT: Bear Valley Springs Association kitchens, restaurants, bars, food service areas, waste areas and storage areas.

ESSENTIAL JOB FUNCTIONS / KEY RESPONSIBILITIES

- ◆ Greet and welcome all patrons entering the Amenity.
- ◆ Maintain a proficient knowledge of Amenity hours of operation, menus, menu items and daily specials.
- ◆ Complete periodic testing of restaurant, bar and banquet knowledge with satisfactory results.
- ◆ Complete opening, closing and side work check lists as directed.
- ◆ Works the hours and shifts required according to business demands and departmental staffing needs.
- ◆ Provide professional and courteous service to all customers.
- ◆ Take food orders for customers, noting special requests and paying special attention to food allergies, verify food produced by kitchen matches customer order and deliver promptly.
- ◆ Monitor plated presentation and consistency of food portions being served and report deficiencies or variances to Lead Server, Supervisor, Chef and/or Manager.
- ◆ Follow all BVSA cash handling and cashiering policies
- ◆ Read and interpret documents such as POS orders, recipes, safety rules, operating and maintenance instructions, and procedure manuals.
- ◆ Completes reports, work orders, waste sheets, supply orders or other documentation as required.
- ◆ Ensure responsible alcohol service to all members/guests.

- ◆ Report all incidents of customer dissatisfaction to Supervisor or Manager.
- ◆ Maintain a neatly groomed and uniformed appearance at all times.
- ◆ Ensure that member dining areas, work areas and storage areas are clean, safe and sanitary during and at the conclusion of shift.
- ◆ Ensure proper labeling, storage and rotation of perishable items.
- ◆ Performs all reasonable requests of coworkers, Lead, Supervisor or Manager.
- ◆ Maintains a professional working relationship with all employees.
- ◆ Follows BVSA Employee Handbook and policies.
- ◆ Follows departmental policies and standard operating procedures.
- ◆ Participate in all training required for position.
- ◆ If 21 years of age, receive training to understand basic bartending and preparation techniques for mixed drinks.

KEY RELATIONSHIPS: Members and member guests, Supervisor, Manager, Servers, Server Assistants, Chef, Culinary Employees, Maintenance Department, and Janitorial department.

QUALIFICATIONS:

- ◆ Must possess and maintain a CA Food Handler's Certificate within 30 days of hire.
- ◆ Previous restaurant experience and customer service experience preferred.
- ◆ Must be at least 18 years of age or older.
- ◆ Basic math skills.
- ◆ Ability to write basic reports and correspondence.
- ◆ Ability to speak effectively with customers or employees of the organization. Must be able to communicate orally, read and write in English.
- ◆ Must be able to work a flexible work schedule to include Days and Swing shifts.
- ◆ While performing the duties of this job, the employee is regularly required to stand, walk, use hands and fingers to feel or handle, reach with hands and arms, see, talk, hear, and taste or smell. The employee is occasionally required to climb or balance, stoop, kneel, crouch, or crawl. The employee must regularly lift and/or move up to 50 pounds and frequently lift and/or move up to 30 pounds.

STANDARD SPECIFICATIONS / DISCLAIMER

Requirements are representative of minimum levels of knowledge, skills and/or abilities. To perform this job successfully, the incumbent will possess the abilities or aptitudes to perform each duty proficiently. Some requirements may exclude individuals who pose a direct threat or significant risk to the health and safety of themselves, other employees or guests.

A review of this description has excluded the marginal functions of the position that are incidental to the performance of fundamental job duties. All duties and requirements are essential job functions.

This job description in no way states or implies that these are the only duties to be performed by the employee occupying this position. Employees will be required to perform any other job-related duties assigned by their supervisor.

This document does not create an employment contract, implied or otherwise, other than an "at will" employment relationship.

Signature of Employee

Date:

Signature of Department Mngr.

Date: