

WORTHINGTON COUNTRY CLUB
JOB DESCRIPTION

Job Title: Server	Department: 20 Food & Beverage Dining
FLSA Status: Non-Exempt	EEO Category: Service Workers
Reports To: Clubhouse manager/ F&B Director/Dining Room Manager	Issue/Revision Date:

Position Summary: Server

Under general supervision and as a team member provides prompt and courteous food service to members and guests.

Tasks/Duties:

- Greets and takes food and drink orders members and guests, serving the orders and accommodating special needs/requests. Remains attentive to the members and guests throughout the entire dining experience, adhering to or exceeding service standards as established by the club at all times.
- Ask for member numbers and last names
- Completes all stocking and cleaning duties by performing opening and closing side work as instructed.
- Memorizes menu items, recipes, and daily specials in order to answer questions and make recommendation to members and guests.
- Maintains cleanliness standards in the club in order to have a clean, presentable and attractive facility as well as to satisfy state and local health board requirements.
- Controls allocated guest checks by following established procedures and legibly documenting all required information as the customer's order is taken and processed.
- Receives proper payment from guest and ensures accuracy of guest check and method of payment as well as member signatures in order to safeguard customer and the club.
- Attends all pre-meal and departmental meetings in person in order to enhance communications and gain knowledge of products, service and facility.
- Responds to customer inquiries and comments in person and on phone by providing timely and knowledgeable information in order to provide quality customer service.
- Complies with and promotes all organization policies and procedures, including the Drugfree Work Place policy
- Performs other duties as assigned, requested or deemed necessary by management.
- Required to work nights, weekends, and holidays
- Regular attendance according to schedule is a requirement of this position
- Ability to "fill-in" with short notice

Qualifications:

- Must have basic knowledge of customer service principles.
- Must know standard cash-handling procedures.
- Must possess a friendly, outgoing attitude.
- Must know and apply basic math skills.
- Computer experience preferred

Skills and Attributes:

- Customer service orientation
- Good personal hygiene
- Listening comprehension: ability to listen and understand
- Clean and professional appearance
- Friendly, cheerful and courteous demeanor

Physical/Environmental Demands:

- Frequently required to lift heavy trays and dishes.

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- Bending and stooping, reaching and wiping are all requirements
- Walks or stands 100% of shift

Bartender

- Takes and fulfills drink and food orders
- Assists in ordering beer, wine and liquor
- Stocks bar items including liquor, beer, wine, bar napkins, bar straws and general supplies for the bar, ice down ice bins
- Cleans bar, wiping down all bottles behind bar
- Changes empty kegs
- Changes soft drink bag in the box
- Answers telephone
- Takes to-go orders over the telephone
- Runs reports at closing
- Closes bar operation at end of day
- Trains new bartenders, as needed
- Takes orders around bar and tables in section
- Ask for member numbers and last names when taking order
- Provides input about members' drink preferences
- Performs all operational closing duties including locking up facility
- Performs other duties as assigned, requested or deemed necessary by management.

Server Assistant / Busser

- Help keep dining areas clean
- Works alongside servers to assist them during meal periods, watering of all tables, refreshing beverages, removing dirty plates
- Fills ice bins in all side stations and bar area
- Brings bread and starters to tables
- Sets up buffets and dining facilities
- Breaks down buffets and moves tables
- Re-set of tables
- Works with host/hostess to make sure tables are ready for next seating
- Takes linen bags and trash out at end of shift
- Performs other duties as assigned, requested or deemed necessary by management.

Food Runner

- Completes all stocking and cleaning duties by performing opening and closing side work as instructed.
- Memorizes menu items, recipes and daily specials in order to ensure proper item is leaving kitchen
- Transfer food on tray to correct table and deliver using seat numbers
- Maintains cleanliness standards in the kitchen in order to have a clean, presentable and attractive facility as well as to satisfy state and local health board requirements.
- Attends all pre-meal and departmental meetings in person in order to enhance communications and gain knowledge of products, service and facility.
- Reports any customer complaints to management.
- Brings guests items if asked, for example ketchup or mustard.
- Performs all duties in an accurate and timely manner.
- Maintains good personal hygiene habits
- Complies with and promotes all organization policies and procedures, including the Drugfree Work Place policy

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Host

- Responsible for making sure menus are ready, floor plan is correct
- Greet members/guests in a pleasant manner
- Escort member/guest to table
- Take reservations and cancellations
- Answer telephone

Receipt / Acknowledgement

I have received a copy of my job description and have read or had it read to me. If I have any questions regarding this job description, I understand that it is my responsibility to ask my immediate supervisor or other member of management about them.

Date

Employee Signature

Employee Name Printed

To Supervisor: Following the employee's signature, place a copy in the employee's personnel file.

Server