

Adrift Hotels SPC

Server Job Description

Summary of Position

As a server at [pickled fish] your primary job function is to provide genuine hospitality and service to all of our guests. You will be assigned an area of responsibility (section) but please remember that ALL guests are your guest and work as a team with other floor staff to provide excellent experiences for all of our diners. Once a new guest arrives in your section it is your responsibility at that time to begin our sequence of service, tailoring each step for the guest's individual needs and creating a unique and enjoyable dining experience. During your shift take a proactive approach to guest issues and alert the MOD immediately if issues need to be addressed. Constant communication with MOD, Expo/Chef, support staff, other servers, and bartenders is crucial to a successful shift.

Job Responsibilities and Duties

Your primary responsibilities and duties are listed below, however, this is by no means a complete list and depending on shift and business needs you may be called upon by the MOD to perform additional tasks.

Waiting on the tables in your section according to our service pattern standard

Running and serving food/drinks

Refilling drinks and water glasses

Meeting any special requests of your guests

Handling complaints and problems properly

Completing running/open/close sidework

Making sure every guest leaves happy

Teamwork (bussing others tables, running other servers food/drinks)

Knowledge about menu items, specials, and beverage menus