

## **THE OLD MILL DINING ROOM SERVER JOB DESCRIPTION**

### **BASIC RESPONSIBILITY:**

To pleasantly, attentively and professionally serve the needs of the guests while providing a HIGH LEVEL of service that involves but is not limited to: the service of food and beverages as indicated on the assigned function prospectus. This will be provided through efficient and quality service which will culminate in customer satisfaction as measured through letters of satisfaction, repeat clientele and referrals.

### **JOB REQUIREMENTS:**

- Smart Serve Certification (required by law)
- Food safe handler's certificate preferred
- Ability to work independently as well as in a team environment
- Ability to effectively handle customer complaints
- Excellent serving knowledge/skills to include but not limited to:
  - Providing professional, friendly and caring customer service
  - Ability to multi-task and prioritize timing of service
  - Ability to proficiently and timely serve food and beverage
  - Ability to articulate descriptive details of menu and daily specials
  - Demonstrate up selling & suggestive selling
  - Maintaining a clean & safe working environment
  - Experience handling cash/credit card transactions
  - Point of Sale proficiency- Squirrel POS
- Demonstrates thorough knowledge of:
  - Wine service (proper bottle opening and pouring)
  - Food: Preparation and presentation
  - Mixed Drinks and related garnishes
  - Cocktails varieties
  - Beer varieties
  - Understanding different types of glassware and china
- Effective communication skills (written & verbal)
- Adherence to company's grooming/uniform policy
- Adherence to company policies/procedures
- Positive guest interaction
- Positive staff interaction
- Must be able to work days, evenings, weekends all holidays (i.e. Christmas Day, Easter Sunday, Mother's Day etc.)
- Ability to lift and carry up to 14 kg/ 30 lbs.

**REPORTING RELATIONSHIP:** The Dining Room Server works under the direction of the **Dining Room Manager**.

### **DUTIES AND RESPONSIBILITIES:**

- Sign in and hand scan
- Check Board for section assigned
- Check with manager for special instructions-table changes
- Prepare the side station with coffee cups; sideplates; saucers;
- With help from busser (and only if necessary) move tables and chairs
- Wipe the salt and pepper with a wet cloth and sugar bowls;
- Polish the glasses
- Check and straighten silverware at the table
- Fold napkins and make cutlery set-ups for resetting
- Check cups and glasses for chips and cracks
- Crumbing the chairs; wipe for dust
- Make sure table is in tip-top shape
- Table is level; chairs straight in front of setting
- Find out the soup of the day

- Greet the customer if you come into contact with them or assist them by pulling out a chair, or with their coat or cane or whatever.
- Go to the table and greet the customer with a smile
- Offer beverages; take order; punch into squirrel ensuring right table; then review table to ensure the right drinks; press done; get order from the service bar
- Offer customer the choice of buffet or a la carte; if chooses a la carte try to sell an appetizer, salad or soup before the main courses; what you would recommend with their choice of main course- fair appetizer portions
- First take the order, once a main course is chosen, suggest an appetizer
- Offer wine with the meal would you be interested in any wine with your meal? Bring wine list if requested
- If buffet is chosen ensure that the table is cleared regularly and silverware is replaced as needed.
- Always focus on the table to see if more refreshments/drinks/wine are needed Wine or coffee top-ups.
- Ensure that creamer and milk jugs are full and labeled for customers having coffee or tea or specialty coffees
- A la carte – offer fresh ground pepper; for dishes that need it parmesan cheese and steak knives (assist in cutting meat if necessary for seniors or disabled people)
- Server asks during the service if everything is okay and does frequent guest satisfaction checks
- Bring any/ all problems or issues to the Manager's attention so he/she is aware of them
- Replace the silverware; always use a napkin wrapped around it for hygiene.
- Reset any tables that need resetting; Servers are not to overload the trays due to breakage and a safety hazard to the busser
- Distribute evenly on trays
- Customer requests the check
- Recall the table in squirrel; Review ensuring correct table and orders; Print the check. Review again to make sure everything served is there. Present in a clean check folder with an Old MILL pen to the person who requested it. With a smile and pleasant attitude; smile and thanking them
- If paying by cash, return change without questions (without asking if change is required); **unless** the customer says that there's no change required; but do not ask) NO QUESTIONS and settle it immediately.
- If paid by credit card **and** it does not authorize, bring to the Manager's attention If no name on the card; do an manual authorization enter credit card number in squirrel Ask Manager
- No tip to be added manually, unless under Manager's instructions and installed by manager **only**
- Do not count tips in front of customers
- Make sure the credit card slip is signed Settle the check
- When customer leaves thank them with a smile and say, "Looking forward to seeing you again".
- **CASH OUT-** splitting money
- SIDE STATION- needs to be neat and clean; in tip-top shape for next shift

#### **OTHER RESPONSIBILITIES:**

- Assist in the training of new employee's as required
- Help other servers in other sections if they are busy and you are not
- Other duties may be required

#### **HEALTH & SAFETY RESPONSIBILITIES:**

- Health & Safety Knowledge i.e. WHMIS
- CPR Trained & Certified
- Demonstrate care and concern for all equipment to ensure its proper cleaning and safe- keeping.
- Bring to the attention of Human Resources any safety hazards or potential safety hazards which are in need of attention. In the event you do not see action, i.e. 24 hours, bring to the attention of General Manager or your Joint Health & Safety Committee worker member.
- To be familiar and carry out The Old Mill Inn fire procedures.

**MEASURE OF PERFORMANCE:** Your Department Head will be reviewing your performance with you in an overall continuous effort to enhance your performance.

Areas of review include: (but not limited to)

- Job performance satisfaction
- Guest Satisfaction

- Co-operation with ALL Employees (including those not in your Department)
- Attitude
- Employee attendance and punctuality
- Dependability and Integrity

From time to time this job description may be AMENDED as the needs of the company and the demands from our guests change. We have tried to present a complete outline of your job function and your duties; however, this position is not necessarily limited to the content outlined in the preceding job description and procedures.

**I have read and understand the aforementioned Job Description. I agree that I can fulfill all requirements of the job.**

**I also acknowledge that I was given the opportunity to have any questions regarding my Job Description/Job Task Manual clarified.**

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Employee Name

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Date

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Employee Signature