

## **Tavern Server**

### **Lodge Taverns**

Description:

#### **Summary:**

Responsible for taking and filling food and drink orders in a timely manner.

#### **Essential Functions and Responsibilities:**

- Responsible for taking and filling all food and drink orders and assisting in keeping the dining area neat and clean
- Maintain current knowledge of the menu and key ingredients
- Accurately handle cash and credit card transactions
- Maintain knowledge of POS operations
- Display friendly hospitality, providing great relations with staff and guests
- Maintain knowledge of the sequence of service and follow it at all times
- Assist all other servers to ensure the best possible service
- Maintain designated station by checking for proper table settings, cleanliness and making sure only clean and full condiments are used
- Follow departmental rules to ensure safety, cleanliness and customer satisfaction
- Maintains professional grooming and appearance and acts as a role model according to established grooming and appearance policy
- Remain polite and poised at all times when dealing with guests
- Ensure proper age of guests through identification set by Company
- Responsible for maintaining the cleanliness of the tavern and ensuring that the bar, dining room, and restrooms are neat and well stocked. This side work may include but is not limited to wiping down counters, cleaning dishes, restocking service areas and bathrooms, sweeping and mopping the dining room floor, refilling condiments, stocking the bar, and restocking the refrigerator
- Maintain all company and health department sanitation requirements

- Provide outstanding customer service in a timely manner to both guests and fellow team members that meets the company's guest service culture standards
- Perform other duties as assigned

Requirements:

### **Qualifications**

- One year of previous experience in a high volume restaurant preferred
- Previous experience working in a team or group environment
- Proven experience providing high level of guest service
- Ability to read, analyze, and interpret documents, such as policy and procedure manuals, maintenance instructions, and other related documents
- Able to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals
- Ability to apply common sense reasoning to variety of situations
- Basic computer skill preferred
- Must be at least 21 years of age
- High school diploma or equivalent preferred
- Ability to functionally communicate occupational-based English, both written and verbal
- Obtain and maintain all work cards as required by the company
- Verify right to work in the United States

### **Work Cards**

- Alcohol Awareness
- Food Handler (Clark County locations only)

### **Physical Requirements**

- Frequently lift and/or carry up to 30 lbs. at, waist, and/or chest levels, and over head
- Frequent bending, reaching, twisting, squatting, kneeling, and balancing
- Constant standing and walking
- Constant use of hearing and vision, distinguish between shades of color, and use tools or equipment requiring a high degree of dexterity

### **Work Environment Potential Conditions**

- Indoor
- Smoky and noisy
- Slippery surfaces

### **Disclaimer**

The above statements are intended to describe the general nature and level of work being performed by people assigned to this classification. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of personnel so classified. Other duties, responsibilities, and activities may change or be assigned at any time with or without notice. Must be able to perform the essential functions of the position with or without reasonable accommodation.