



Golf & Conference Center

## Job Description for Server Assistant

*This brief job profile is to give a general idea of the job and in no way states or implies that these are the only duties to be performed by the employee in this position. In our employees, we look for a passion to anticipate and meet our guests' needs and an insatiable desire to attain the highest levels of quality and service in all areas of the hotel. Interacts with guests in a courteous and efficient manner, an eye for detail and high job standards. English verbal communication skills; second language a plus.*

**Job title: Server Assistant**

**Department: Restaurant**

**Reports to: Dining Room Manager/Supervisor**

**Level: Hourly**

**Type of position:**

**Hours \_\_\_/week**

Full-time

Exempt

Part-time

Nonexempt

### **Brief General Job Description:**

Responsible for meeting and exceeding the expectations of all guests visiting our restaurant in search of quality dining experience. Server Assistants are expected to provide exceptional food and beverage service to all guests. Responsible for Room Service according to Holiday Inn Standards.

### **Essential Functions** (*Duties include but are not limited to*):

- Server Assistants are responsible for clearing and setting tables according to restaurant standards
- Removing plates and silverware throughout the meal, transporting soiled dishes to the dishwasher area
- Ensuring server stations are stocked with necessary items.
- Collect payments.
- Deliver Room Service
- Greets guests entering and exiting in a friendly and courteous manner.
- Reports needed repairs of unsafe conditions to supervisor.
- Responds quickly to requests from guests, supervisors or management in a timely, friendly and efficient manner.
- Follows up to ensure guest satisfaction.
- Maintains supplies neat and organized to department standards.
- Maintains security of equipment, keys and supplies issued each day.
- Reporting missing articles, damage or mechanical problems restaurant area and equipment.
- Provides a professional image at all times through appearance and dress.
- Follows company policies and procedures.

*NOTE: Other duties as assigned by supervisor or management*

### **Requirements:**

- Requires standing/walking/bending throughout shift
- Great customer service skills
- Able to work all shifts and flexible schedules including weekends and holidays
- Minimum of 18 years of age to serve alcoholic beverages.
- Excellent communication skills and an eye for detail and the ability to multi-task.
- Ability to lift up to 50 lbs.

### **Work experience requirements:**

- N/A

### **Education Requirements:**

- N/A

**Approved by:**

**Title:**

**Date posted:**

