



Golf & Conference Center

## Job Description for Cocktail Server

*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: Cocktail Server**

**Department: Lounge**

**Reports to: Lounge Manager**

**Level: Hourly**

**Type of position:**

Full-time

Part-time

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

Exempt

Nonexempt

**Brief General Job Description:**

Responsible for meeting and exceeding the expectations of all guests. This position requires basic knowledge of food and beverage preparation, service standards, ABC laws and guest relations and etiquette. Servers are required to have a basic knowledge of beverages and menu items, basic English language communication skills, and the ability to carry large, heavy trays on a continuous basis throughout the shift. This is a fast paced position that will involve constant customer interaction.

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

- Take food and beverage orders
- Retrieve and serve alcoholic, non-alcoholic beverages and food orders to guest tables according to hotel specifications, courteously and efficiently.
- Collect payments.
- 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/lounge 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 and knowledge of ABC laws.
- 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:**