



POSITION: Server

REPORTS TO: FOH Management

OUR MISSION....TO DELIGHT EVERY GUEST WITH REMARKABLE DINING & HOSPITALITY EXPERIENCES THAT KEEP THEM RETURNING

CORE VALUES:

AUTHENTICITY – RESPECT - ENTHUSIASM

POSITION SUMMARY:

Provide friendly, genuine, and responsive service to create a positive memorable dining experience for all our guests in order to ensure loyalty and repeat patronage.

DUTIES AND RESPONSIBILITIES:

- Welcome and greet guests. Make all guests feel comfortable and let them know you are there to personally take care of them.
- Inform guests of specials and menu changes
- Be able to inform guests of restaurant events & happenings , as well as at our sister restaurants.
- Have knowledge of the history & concept of the restaurant & sister restaurants and be able to confidently guide guests to sister restaurants as the opportunity arises.
- Be thoroughly knowledgeable about all food and beverage menu items and to successfully answer all guest inquiries about ingredients and dietary restrictions.
- Guide guests through the menu offerings with suggestions and to artfully course out the items ordered for the best dining experience possible.
- Perform proper tableside wine service and etiquette for all bottles ordered.
- With assistance of food runners, deliver food & beverages to guests in a timely manner
- Be able to adapt to different guest expectations of service as well as able to anticipate guest needs before they have to be vocalized to service staff.
- Be adept at efficiently managing a 6 table section, asking for help if you get in the weeds
- Be ready and willing to assist fellow team members with the goal of delivering a Remarkable dining experience to all guests as situations arise.
- Check in with tables after each round of product delivered to ensure that all guests are satisfied with food and beverages.
- Respond promptly and courteously to all guest inquiries and complaints. Report any guest dissatisfaction promptly to manager on duty.
- Be adept in navigating the POS system in order to successfully and accurately communicate all allergens, modifications, and special requests to the appropriate station.
- Utilize seat numbers to effectively course-out food in the shared tapas style or as individual orders.
- Prepare final bill accurately, present check to guests, accept payment and process payments accurately &

timely.

- Be familiar with the causes of food contamination and the methods of prevention
- Monitor cleanliness of server stations and maintain stocked levels of paper goods.
- Be familiar with and adhere to all food safety standards and sanitation systems.
- Be available to fill in as needed to ensure the smooth and efficient operation of the restaurant as directed by FOH management.
- Complete all opening, side, and closing tasks as assigned in checklists.
- Other duties as assigned by management

QUALIFICATIONS:

Be able to communicate and understand the predominant language of our guests.

Must have basic knowledge of dining room and service procedures and functions

Possess basic math skills and have the ability to handle money and operate a point of sale system.

Able to follow accurately company policies & guidelines as pertains to delivering our mission statement

Ability to excel under pressure

Strong ability to multitask

High standards of excellence

Ability to communicate clearly

Strong attention to detail

Stamina to work up to 8 hours on your feet

Self-motivation to complete tasks and to seek out projects

Strong sense of urgency

Genuine joy for hospitality

Available to work weekends and holidays

I, _____ acknowledge that I have thoroughly read & understand my job description & responsibilities as a Server at Robin's.

Sign: _____

Print: _____

Date: _____