



## POSITION DESCRIPTION

**Position Title:** Food and Beverage A la Carte Server

**Department:** Food and Beverage

**Reports To:** Food and Beverage Banquet Manager

## POSITION SUMMARY

Servers must possess the ability to work effectively under pressure and maintain excellent service standards with his/her tables. They must have excellent listening skills and an eagerness to provide excellent service. Servers must be flexible in meeting the varying scheduling needs of the Club and may be required to work additional hours than scheduled, if necessary.

Servers must be neat and well-groomed in accordance to Country Club's Team Member standards. Our Servers are team players who work effectively with coworkers and other departments to support and maintain a level of excellence in food and beverage service for the members and guests. It is the Servers responsibility to provide a warm, friendly environment creating a world class dining experience for our members and guests.

This position requires a highly self-motivated individual who can work with minimal supervision and interact with members at a high-level. Qualifications should include a minimum of 1 to 3 years high-profile service operation working in Ala Carte service.

## ESSENTIAL DUTIES AND RESPONSIBILITIES

- To arrive well-groomed and on-time and dressed in the appropriate uniform.
- Review the dining reservation list along with your section assignment.
- Set up for events, carry trays, serve guests and clean up at the event's conclusion. Set up can include putting out tablecloths and place settings, arranging table placement and putting up buffets.
- Review and set up your section ensuring all dishes, silverware and glasses meet the standards of Emansville Country Club.
- Attend pre-shift meeting for updates and specials for the day or evening.
- Possess complete knowledge of the menus and be able to answer any menu questions from members/guests graciously and with respect.
- Gracefully present, open, and serve bottles of wine in a professional manner.
- Know and abide by all Club policies and applicable state and local laws when serving alcohol to members and their guests.
- Communicate any issues with food service or dining issues to the Maître D', Chef, and/or General Manager in a timely manner.
- Follow Club procedures for handling and storing food products in a safe and sanitary manner.
- Assist in the opening and closing duties for each shift and occasional dining set-ups (buffets, displays, etc.).
- Must treat all Members, Guests, and Team Members with respect.
- Will be required to bill member charges through the use of ClubSystems point of sale system.

- Servers must adhere to health and safety standards at all times, even when closing down at the end of the event, which may include breaking down the table set up and taking tablecloths and items to the laundry.

## **REQUIREMENTS**

- ServSafe Certification required.
- Alcohol and Tobacco License required - will supply application upon employment.
- Flexible availability including days, nights, weekends and holidays.
- Duties during the event can vary based on the situation, but, in general, they must be able to focus on the job while staying on their feet and moving about freely, which can include bending, climbing stairs and carrying items weighing 25-50 pounds.
- Must be able to read menu items.
- Good communication is important, as is being able to follow directions efficiently and meeting the physical demands of the job. Must be able to clearly communicate Member needs to other Team Members. (Maître D', Bartender and/or Managers).
- Minimum Age 19.
- Ability to Stand 6-8 Hours at a time.
- A positive attitude while on the job is also essential.

## **PREREQUISITES**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

## **EDUCATION**

A High School diploma is preferred.

## **EXPERIENCE**

Preferred qualifications would include a minimum of 1 year banquet service in a club, hotel, or with a catering service. Have superior member service skills and the ability to maintain poise under pressure.

## **LANGUAGE SKILLS**

The ability to speak English is necessary to converse with our members and guests. Proper diction is valued to maintain the ambiance of high level service to our members. The ability to effectively present information and respond to questions from groups, managers, members and the general public is important.

## **REASONING ABILITY**

It is necessary to have the ability to solve practical problems that may arise. Our team members must have the ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

## **PHYSICAL DEMANDS**

The physical demands described here are representative of those that must be met by a Team Member to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the Team Member is regularly required to lift and carry up to approximately 50 pounds. The Team Member may be required to spend long hours on their feet.

## **WORK ENVIRONMENT**

The work environment characteristics described here are representative of those a Team Member encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the Team Member could be exposed to outside weather conditions, if providing service during an outside event. The noise level in the work environment is usually moderate with increased levels during events.

The above statements are intended to describe the general nature and level of work being performed by the person assigned to this position. Principal duties are intended to describe those functions that are essential to the performance of this job and “other” duties (if defined) include those that are considered incidental or secondary to the overall purpose of this job.

This job description does not state or imply that the above are the only duties and responsibilities assigned to this position. Team Members holding this position will be required to perform any other job related duties as requested. All requirements are subject to possible modification to reasonably accommodate individuals with a disability. This job description is not an employment agreement or contract. Management has the exclusive right to alter this job description at any time without notice.