

PARCEL 32 SERVER JOB DESCRIPTION

Position: Server

Reports to: General Manager

POSITION OVERVIEW:

The server at Parcel 32 is responsible for placing orders, filling beverages, running food, clearing and cleaning tables. At times there can be a high volume of diners and only one server to take care of their needs. It is imperative that the server is able to serve the guests in a friendly, efficient manner, take payment, and prioritize guest needs. Servers are responsible for obtaining a credit card for any guests enjoying multiple rounds of wine/ cocktails and keep a tab at the bar.

KEY RESPONSIBILITIES:

The primary responsibility of the restaurant server is to provide an exceptional, personalized dining experience for each guest while working closely with the front-of-house team, kitchen staff and restaurant management to ensure a smooth and efficient service.

Specific duties include, but are not limited to:

- Prior to service, prepare all restaurant dining areas: set decorative candles and wine service buckets, silverware, napkins, service plates, glass and stemware; detail section to ensure tables and chairs are correctly placed and well-ordered, and floors and walls are clean
- Ready beverage service to include water, tea, espresso; refill ice
- During service, assist guests in food and beverages selections by presenting menu: offer cocktails and aperitifs; suggest courses; explain chef's specialties; identify appropriate wine pairings; address any questions related to food preparation or dietary needs
- Transmit orders to bar and kitchen, identifying special requests and keeping staff informed of meal progression timing
- Deliver and present menu selections; observe and maintain table setting by removing courses as completed, replenishing utensils, refilling water glasses and responding to additional needs and/or requests
- Throughout service, ensure server station is clean and well-organized
- Conclude dining experience by totaling charges, issuing bill, accepting payment and returning change or credit card with signature slip to guest; inspire guest loyalty by thanking guests, encouraging feedback, acknowledging restaurant choice and inviting them to return
- Conduct all breakdown procedures following service, to include but not limited to: thoroughly clean all restaurant areas and surfaces, service items, beverage equipment and server stations; wipe down and reset all tables and chairs; discard trash; remove linens; and polish all silver and glassware

REQUIRED SKILLS

Restaurant server must:

- Possess strong interpersonal and communication skills
- Maintain pleasant, polite manner including a neat and clean appearance
- Work cooperatively and professionally with other departments, with respect to the chain of command
- Exhibit mature, professional demeanor to interact with staff and guests
- Adhere to strict sanitation, safety and alcohol control policies
- TIPS certified