



**POSITION: SERVER**

**REPORTS TO:** Food and Beverage Director, Wine Director and Maître d'Hotel

Duties and Responsibilities Categories:

Operational Acumen:

- To ensure that the service is at all times performed in a professional manner and to the style as specified by the Restaurant Manager, Wine Director and Maître d'Hotel.
- To communicate with other restaurant staff and departments.
- To make sure that company policy, vision statement and departmental objectives are followed and utilized at all times.
- Contribute ideas to The Ivy's calendar of events.
- To be fully conversant with all Ivy Hotel products and services.
- To ensure that the billing procedure is thorough, correct and signed at completion of each meal.
- To maintain good communication between kitchen and restaurant and other departments on a daily basis re: specials, shortages and special dietary requirements.

Supervision:

- To assist the Restaurant Manager, Wine Director and Maître d'Hotel in keeping the morale of the team up through social and educational events.
- Foster an environment where improvements to products, processes and services are welcomed and encouraged.
- To take responsibility for service in the area of the restaurant under your responsibility during your shift.
- Monitor, review and feedback on individuals' performance, set and review objectives in line with the performance review and induction process
- Work to develop team members according to their individual abilities and potential.
- To ensure overall responsibility of the running of your station, private function or room service.
- To ensure that the restaurant dining areas are maintained to a high standard of cleanliness.

#### Stock and Inventory:

- Liaise with the other managers to ensure tight stock control and budgeted margins are achieved.

#### Customer Service:

- Establish and maintain good relationships with all guests and handle complaints, requests and enquiries.
- To be fully conversant with every dish served in the restaurant and to provide explanations as requested.
- To have a solid understanding of the current wine list and have the ability to sell and serve all wines and champagnes.
- Act as a brand ambassador for The Ivy / Magdalena and ensure group values are upheld to both external and internal contacts, through appropriate behavior and performance.
- To ensure that all guest wishes are met so far as is reasonably possible.
- To ensure that all staff call guests by their correct name and title.
- To welcome, sit and take food orders from guests in the restaurant.
- To ensure that service is at all times performed in a professional manner following standards set.
- To collate information and feedback while attending all staff briefings before each service.
- To obtain feedback from guests and to use this to improve service and to pass on such to the Restaurant Manager, Wine Director and Maître d'Hotel.

#### Health and Safety:

- Contribute to the formulation and review of risk assessments for the Bar.
- Take responsibility for monitoring and reporting any health and safety issues to the appropriate person.
- Operate safe practices, act as a role model and provide guidance to staff to ensure that their safety and that of guests is protected.
- To ensure that all appliances, fixtures and fittings are safe and work in accordance with health and safety regulations.
- To be fully aware of the hotel's fire and safety procedures and health and safety regulations.

#### General:

- To support colleagues at peak times and to undertake any operational duty which might be reasonably required, to ensure customer expectations are met.
- To undertake any other duties as requested by the Restaurant Manager, Wine Director and Maître d'Hotel, in accordance with the scope and responsibilities of the role.
- To report for duty punctually and in full uniform according to appearance and grooming standards.

Physical Requirements and Work Environment:

- Work requires vision to monitor, data entry and frequent standing, walking, bending, stooping, driving and lifting and carrying restaurant stock and food supplies weighing up to 50 pounds.
- May be exposed to hazardous cleaning chemicals and supplies, hot food preparation equipment, smoke, and other hazardous conditions common to commercial food preparation areas.
- May be exposed to individuals under the influence of alcohol. Work is performed in a restaurant and kitchen environment.

To apply, please email your resume and cover letter to **[employment@theivybaltimore.com](mailto:employment@theivybaltimore.com)**