



AM SERVER

Reports to: Food and Beverage Director

Servers are responsible for coordinating and communicating with front and back of the house personnel to provide a dining experience that meets and exceeds guest expectations. Servers must have extensive knowledge of all menu items, ingredients and methods of preparations. Awareness of excellent guest relations while offering professional and courteous service are crucial to the overall experience of our guest.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- To assure proper set up of all service areas.
- To assure knowledge of ingredients in each menu item.
- To be fully conversant with every dish and beverage options offered in the mansion also to provide explanations as requested.
- To maintain proper dining experience, delivering items, fulfilling customer needs, offering desserts and drinks, removing courses, replenishing utensils, refilling glasses.
- To possess the ability to properly enter all orders into the Computer work station/POS.
- To obtain feedback from guests and to use this to improve service and to pass on such to the Restaurant Manager and his/her Assistants.
- To ensure overall responsibility of the running of your station, private function or room service.
- To ensure that all appliances, fixtures and fittings are safe and work in accordance with Health & Safety regulations and report any faults to the Restaurant Manager or his/her Assistants.
- Assisting with special events as needed.
- Greet all guests and owners by last name, warmly with an appropriate greeting.
- To make sure that Company Policies, the Vision Statement and Departmental Objectives are followed and utilized at all times.
- Please note: management reserves the right to change, modify, and/or alter any of the duties listed above to meet business demands).

REQUIREMENTS:

- High School diploma or general education degree (GED); and two year related experience and/or Culinary Program curriculum; or equivalent combination of education and experience.
- High level of professionalism

- Fast paced mobility for long periods of time
- Ability to use physical capabilities such as walking, bending, kneeling, lifting, climbing and carrying
- Ability to transport and carry objects such as high chairs, ice bins, and glass racks.
- Adhere to grooming and appearance standards consistently.

PHYSICAL DEMANDS:

- The physical demands described here are representative of those that must be met by an employee 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 the job, the employee is regularly required to stand, use hand to finger, handle, or feel objects, tools, or controls; reach with hands and arms; talk or hear; and taste or smell. The employee is frequently required to walk. The employee is occasionally required to climb or balance and stoop, kneel, crouch, or crawl.
- The employee must regularly lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision, color vision, and the ability to adjust focus.

WORK ENVIRONMENT:

- The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential duties.
- While performing the duties of this job, the employee is regularly exposed to heat from the stoves and burners. Daily activities involve the use of knives, slicers, mixers, etc. The kitchen floor may be slippery and wet. Hot liquids in large containers are moved and must be carefully transported.
- The noise level in the work environment is usually loud.

To apply, please email your resume and cover letter to: employment@theivybaltimore.com