



St Ives Country Club

Job Description

JOB TITLE: Server
DEPARTMENT: Food and Beverage
REPORTS TO: F&B Director, Beverage & Service Manager, and Manager
FLSA: Non-Exempt

JOB SUMMARY: A highly self-motivated individual who can work with minimal supervision and interact with members at a high-level. Ensuring a memorable dining experience for members, families, and guests. Providing food and beverage service to Members and Guests while consistently displaying a positive attitude and knowledge about the food and beverage menu. Team Members holding this position will be required to perform any other job-related duties as requested by management. Management has the exclusive right to alter this job description at any time without notice.

ESSENTIAL RESPONSIBILITIES:

- To arrive neat and well-groomed and on-time and dressed in the appropriate uniform in accordance with St Ives Country Club's standards.
- Set up for events, carry trays, serve members, 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 St Ives Country Club.
- Attend pre-shift meeting for updates and specials for the day or evening.
- Set up side station and performs assigned side (prep) work.
- Provides immediate attention to all members and guests upon seating.
- Distributes food and wine menus, answers questions.
- Fills glasses with ice water and suggests menu items.
- Ensure that the correct account numbers and names are given for billing.
- Efficiently serves food & drinks in a friendly, courteous manner, offers suggestions on daily specials and wine selections.
- Places orders with kitchen; informs cooks about any special cooking instructions.
- Serves meals, places dishes by courses in front of each person. Ladies and children first.
- Checks back to ensure member and guest satisfaction; replenishes water and butter as necessary.
- Removes soiled dishes. Clears tables after each course and resets them with appropriate silverware.
- Presents dessert menus, suggestions, and serves dessert, coffee, and after-dinner drinks.
- Presents the bill.
- Handles all cash and credit card charges as prescribed by standard operating procedures.
- Keeps dining room and bus station areas clean.
- Clears, cleans and resets tables that have been vacated.
- Advises supervisor of any complaints as soon as they occur.
- Performs clean-up and closing duties as assigned by manager.
- Attends pre-meal meetings as requested.
- Thanks members and guests; invites them to return.
- Consistently follows local and state laws and the club's policies and procedures for the service of alcoholic beverages to members and guests.
- All other duties as assigned.

WORK ENVIRONMENT:

- Required to stand for long periods and walk, climb stairs, balance, stoop, kneel, crouch, bend, stretch and twist or reach.
- Push, pull or lift up to 50 pounds.
- Continuous repetitive motions.
- Work in cold or hot, humid and noisy environment.

REQUIRED QUALIFICATIONS:

- Must be 18 years of age.
- John Creeks alcohol Pouring Permit required.
- TIPS Alcohol Certification. - will supply application upon employment
- A minimum of 1 to 3 years of high-profile service operation working in Ala Carte service.
- Professional, displaying strong work ethics and working effectively as part of a team.
- Must be available to work weekends and major holidays.