



Job Title: Wait Staff	Department: 400
FLSA Status: Hourly Non-Exempt	Salary Range: \$6.00 to \$13.00
Reports To: Food & Beverage Management	Issue/Revision Date: August 10, 2017

Essential Function:

- Serve meals and beverages to Members, Guests and patrons by presenting menus, answering questions and making suggestions regarding food and services. Write or memorizing orders, relay order to kitchen and serve order from kitchen observing diners and responding to additional requests. Will brew coffee and tea; may ladle soup, toss salads, portion pies and desserts. Will clear and reset tables at conclusion of each course. Operate Northstar POS System to place orders and complete checks.

Nature of Position:

- Serve meals and beverages in a fast paced and demanding environment at a beautiful Country Club.
- The nature of this position requires the individual to spend long periods of time on their feet, walking, standing or stooping and lifting.

Qualifications:

- Ability to lift and carry up to 50 pounds.
- 1 year minimum waiting experience required
- Interpersonal skills, salesmanship and knowledge of liquors, beers and wines.
- Grooming and personal hygiene to meet standards.
- Must learn Northstar POS System.

Success Characteristics and Requirements:

- Jovial, outgoing, able to maintain a calm and collected demeanor while multi tasking.
- Able to work under stress, be able to work at a fast pace.
- Attention to detail, ability to recognize Members and address with proper sir name and title.

Necessary Personal Characteristics:

- Must have understanding of Company's corporate philosophy and how it relates to Food & Beverage Operations.
- Support and implement customer service culture throughout our department and our organization.
- Be a proactive member of the team. Support goals, objectives and culture within the organization.
- Exhibit professionalism and expressed interest of improvement through enhanced developmental skills, exhibit leadership and expressed direction through own self actions.
- Must be able to handle and prioritize multiple functions and responsibilities simultaneously.
- Must be well received and accepted by the members, residents and fellow team members.
- Be a leader, lead by example.
- High energy, positive "can-do" attitude.

Principle Activities:

- Set up side station and perform assigned side (prep) work.
- Provide immediate attention to all Members, Guests and patrons upon seating.
- Always address Members with proper sir name and title.
- Maintain neat, clean and pressed uniform for proper designated shift.
- Check membership card for correct name and number.
- Distribute food and wine menus. Fill glasses with ice water; answer questions and suggest menu items.
- Take Member/Guest orders; suggestively sell food and beverage items, if appropriate.

- Place order with kitchen; inform cook of any special requests or cooking instructions.
- Assemble food on tray; procure items from each station, as necessary.
- Serve meals; place dishes by courses in front of each person.
- Check back to ensure Member/Guest satisfaction; replenish water and butter, as necessary.
- Remove soiled dishes.
- Present dessert menus, suggest and serve dessert, coffee and after dinner drinks.
- Verify accuracy of pricing, taxes and tips for all checks.
- Present the chit (check) for signature.
- Handle all Member and credit card charges as prescribed by standard operating procedures.
- Keep tables, dining room and bus station areas clean.
- Advise Management of any complaints as soon as they occur.
- Perform clean-up and closing duties as assigned by Management.
- Thank Members/Guests for coming; invites them to return soon.
- Consistently follows local and state laws and Club's policies and procedures regarding alcoholic beverages served to Members/Guests.
- Performs other appropriate duties assigned by Management.

EEO Category

- Service Worker

Receipt / Acknowledgement

I have received a copy of my job description and have read or had it read to me. If I have any questions regarding this job description, I understand that it is my responsibility to ask my immediate supervisor or other member of management above them.

Date

Employee Signature

Employee Name Printed

To Supervisor: Following the employee's signature, forward to HR to be placed in employees personnel file