

Job Description

POSITION:

SERVER

NATURE OF WORK

This is a position entailing the service of food and beverage to patrons of Yella, as well as the coordination of dining room activities, including taking reservations, processing takeout orders, and seating guests, while constantly maintaining a friendly, professional and gracious demeanor.

MINIMUM QUALIFICATIONS

Education and Experience

Serving experience in a fine dining establishment (unless being promoted from within the organization).

Knowledge, Abilities, and Skills

- Ability to accomplish multiple tasks simultaneously and under pressure
- Knowledge of daily operations in the restaurant industry
- Ability to interact well with others and as part of a team
- The ability to communicate information effectively
- Knowledge of principles and practices for providing excellent customer service
- Polished and professional manners
- Ability to lift 50 pounds
- Knowledge of the structure and content of the English language
- Ability to carry drinks on a tray
- Ability to handle three plates at the same time without a tray
- Ability to stand on feet for prolonged periods of time

SUPERVISION RECEIVED

The server is overseen by the Executive Chef, Sous Chef, General Manager & Assistant Restaurant Manager.

SUPERVISION EXERCISED

None.

POSITION REQUIREMENTS

Wine and Food Knowledge

- Possess and demonstrate a continuous, detailed and working knowledge of all food and beverage items
- Impart such information and understanding effectively to guests
- Make appropriate recommendations for food & beverage selection, including the pairing of such items together
- Knowledge of the plating of all menu items to ensure accuracy before removing from kitchen

Side Work Quality

- Complete all sidework as determined by the Manager properly and efficiently
- Undertake larger sidework projects as they become needed, including maintaining dry storage

Attendance & Punctuality

- On-time, dressed in job-appropriate attire, well-groomed and ready to work at your scheduled starting time
- Follow the schedule as set by the manager and exhibit responsibility for punctual attendance at all scheduled shifts unless otherwise agreed upon
- Complete all shifts in their entirety

Initiative

- Recognize when something needs to be done and take charge to ensure its timely completion
- Analyze information and evaluate results to choose the best solution and solve problems

Acceptance of Constructive Feedback

- Accept constructive feedback appropriately and professionally, with a keen understanding that the long term goals of the business are critical
- Respect managers upon acceptance of constructive feedback

Improvement of on Feedback

- Upon receiving constructive feedback, make improvements upon such guidelines as stated by the manager
- Exhibit continuous and long term improvement over time on performance feedback

Professional Appearance & Readiness for Work

- Always maintain a professional appearance while working, following the guidelines for grooming and personal hygiene as described below
- Be ready to work at your regular starting time as scheduled by the Manager.

Professionalism

- Uphold a professional working relationship with all team members, even during periods of slower business
- Consistently maintain professional relationships with customers, and refrain from using casual language
- Represent the Company to customers in a proficient and professional manner

Teamwork

- Develop constructive and cooperative working relationships with others, and maintain them over time
- Consistently seek to help coworkers when needed
- Maintain a continuous oversight of the dining room and service other tables not in your section when needed

Attitude

- Maintain a positive attitude even in difficult situations, including with customers, fellow coworkers and Managers

Upselling

- Make appropriate and well chosen upselling recommendations to customers based on their demonstrated food and beverage preferences

UNIFORM

- Black dress pants; (skirts and jeans are not permitted)
- Long sleeve or ¾ length black shirt, boat neck, scoop or v-neck dress shirt with proper coverage.
- Long black apron
- Black socks and black, closed toe, slip-resistant, rubber soled dress shoes.
- Jewelry should be kept to a minimum, and should be conservative and tasteful in manner.
- Excessive and/or flashy jewelry or accessories of any other kind are not permitted, including but not limited to large hoop earrings.
- Any staff member who arrives at work without the proper attire or grooming may be sent home at the Manager's discretion.

GROOMING

- Employees must always appear clean, crisp, well groomed and fitted.
- Employees are responsible for ensuring that the correct uniform is worn and that their garments are clean, well-pressed and in good condition.
- Undergarments should not be visible.
- Face must be clean-shaven at all times. Facial hair must be conservative in nature and trimmed to 1/8" or at the manager's discretion.
- Fingernails must be neatly manicured, short and clean.
- All visible body piercing other than one earring per ear must be removed. Any visible tattoos must be covered.
- Hair must be neat, off face, well-trimmed and not in the eyes.
- Any hair accessories must coordinate with clothing and should be unobtrusive.
- Nail polish, if worn, must be free of chips.
- If you use tobacco products, there must be no discernible traces of tobacco use. This includes visual signs of use and odor. There must be absolutely no residual tobacco odor on an employee's clothes, hands and/or breath.

MATERIALS NEEDED

- \$50 cash bank, in a varied array of small bills
- Coin bank
- Wine Key
- Apron (you should take three new aprons to have, and wash them regularly at home)
- 5 Pens

SERVICE STANDARDS

- Follow steps of service
- Smile, make eye contact and speak clearly in a friendly manner.
- Speak in an attentive, natural and courteous manner.
- Staff will always show care for our guests. Guests should have the impression staff genuinely cares about their dining experience and will do everything possible to ensure it exceeds their expectations.
- Create a sense of recognition by using the guest's name, when known in a natural and discreet manner.
- No gum chewing.
- Staff to be aware of body movements, no running, no pointing, and use of proper posture.
- No leaning when addressing a table.
- Do not use slang with guests. Use proper verbiage and descriptive words.
- All reasonable off-menu requests will be accommodated smoothly by telling the guests, I will be happy to check with the chef.
- Staff will treat other staff in a respectful and courteous manner.

- When answering the phone: Good (afternoon, evening or morning) Yella Grille, this is Name
- **Never** leave anyone on hold for more than 60 seconds. Take down their information and call them back in a timely manner when an answer is available.
- Listen carefully to guests and inform the owner of any problems.
- Take action and do whatever we can for guests and each other. Support one another, work efficiently and professionally.
- Anticipate guest's needs. Consistently exceed expectations.
- Give your undivided attention to each guest. Make eye contact.
- Have a positive attitude—even in difficult situations.
- Take ownership of guest's requests and complaints.
- Ensure timely delivery of service.
- Serve Ladies first when possible.
- **Never** introduce yourself to a guest and tell them you will be his or her server.
- All glassware must be carried on a tray. Flatware can be carried on a plate. **Do not** hand carry flatware or glassware.
- There will be no congregating and chatting about non-restaurant matters.
- **Never** discuss any matters regarding money, religion or politics with other employees and/or guests