

**JOB POSTING
BRAYS ISLAND PLANTATION**

TITLE: Server

DEPT: Food and Beverage

REPORTS TO: Assistant Food & Beverage Manager

EXEMPT STATUS: Non-Exempt

FUNCTION: Serves as server for the Brays Island Plantation food and beverage facilities. Responsibilities include providing food and beverage service to members/guests at the golf course/inn restaurant. Ensures that all programs and services are conducted and fulfilled in a manner consistent with the goals and objectives of Brays Island Plantation.

DUTIES AND RESPONSIBILITIES:

1. Provide immediate attention to members/guests upon seating.
2. Fill glasses with water and provide bread and butter while guests review menu; answer questions, suggest menu and wine items for consideration. Provide description of specials being offered. Ask about before dinner cocktails.
3. Take orders and report same to kitchen. Inform cook about any special cooking instructions or condiment requests.
4. Assemble prepared food and drink, serve at table. Before leaving table, check to see that everything served is satisfactory.
5. Periodically check back to ensure customer satisfaction, replenishing water, bread & butter as needed.
6. If busperson not available, remove soiled dishes when customer finished.
7. Suggest and serve dessert, coffee, or after dinner drinks.
8. Before serving bill, verify items ordered and accuracy of prices. Present bill.
9. Handle all cash and credit card transactions in accordance with established procedures.
10. Provide general service and attention to dining area, to include keeping furnishings, wait stations, bus stations clean and tidy.
11. Provide consistently high customer service at all times. Inform supervisor of customer complaints as soon as they occur.
12. Consistently complies with all state, local and Association laws/policies regarding the sale and disposition of alcoholic beverages.
13. Provides exceptional customer service to owners, guests and internal and external partners.
14. Other assigned duties as specified by supervisor.

PHYSICAL REQUIREMENTS:

1. Capable of working extended hours, to include weekends and holidays as necessary.
2. Able to see well enough to read faint or partially obscured writing or printing, with corrective lenses if needed.

PHYSICAL REQUIREMENTS CONTINUED:

3. Must be able to speak English in a clear and understandable voice so that various types of communications may be conducted with people of various levels of education and capabilities.
4. Position involves kneeling, stooping, bending, pushing, shoving, lifting, carrying and moving objects that can weigh up to 60 lbs. This can occur throughout the day.
5. This position will alternate between working indoors in a controlled climate and with proper lighting, to an outdoors setting with variable climate and lighting.
6. Must be able to interact with all types of individuals, be mentally alert, detail oriented, and with good reasoning skills.
7. Must be able to adapt to the climate with marked changes in temperature from the heat in the kitchen area to the cold of refrigerated areas.
8. Must be able to transport oneself throughout the plantation including but not limited to the golf pro shop, inn, and other community areas. Must have valid state driver's license.
9. Must be mentally alert and detail oriented with good reasoning skills.
10. Must have sufficient mathematical skills to accommodate cashier functions.

ENVIRONMENTAL REQUIREMENTS:

1. Must be able to work on more than one assignment at a time with frequent interruptions, changes and delays. Must be able to remain focused and work effectively, efficiently, and cheerfully under such circumstances.
2. Must be able to work effectively and cheerfully in an environment which may be stressful due to adversarial situations resulting from the proper performance of duties.
3. Must be able to work in a well-lighted, temperature controlled area sufficient in size to allow freedom of movement to accomplish tasks. May also be exposed to the outdoor elements in an uncontrolled temperature with varied lighting.

EDUCATION AND EXPERIENCE:

1. High school graduate or equivalent preferred.
2. Previous server experience highly desirable.
3. Excellent interpersonal and communicative skills a must.
4. Image must be professional and well-suited to a high volume, service activity.

This is not necessarily an exhaustive list of all responsibilities, skills, duties, requirements, efforts or working conditions associated with the job. While this is intended to be an accurate reflection of the current job, management reserves the right to revise the job when circumstances change; e.g., emergencies, rush jobs, changes in personnel, workload, technological developments, etc.