



**Job Title: SERVER**

**Reports to:** General Manager

**Job Description:**

We are seeking enthusiastic and customer-oriented individuals to join our serving team at City Barrel Pizza + Patio. As a Server, you will be responsible for providing friendly, personalized service to our guests, taking orders, delivering food and beverages, and ensuring a memorable dining experience.

The following is a general outline of the position's responsibilities:

- Greet and welcome guests warmly upon arrival.
- Guide guests through the menu, making recommendations and answering questions about menu items.
- Take accurate food and beverage orders, utilizing the Toast Inc. POS system.
- Ensure timely delivery of orders to tables, coordinating with the kitchen and bar staff.
- Check back with guests to ensure satisfaction and address any concerns.
- Maintain a clean and organized work environment, including dining areas and server stations.
- Collaborate with team members to provide efficient and attentive service.
- Upsell additional items or specials to enhance the dining experience.
- Handle guest payments and process transactions accurately.

**Server Duties**

- Clean and set tables with stocked caddies
- Provide guests with appropriate serviceware
- Serve City Barrel's craft beers and a full meal in the dining room.
- Be able to answer questions and make recommendations regarding our beer selection.
- Be knowledgeable about the style, history and brewing process of all of our beers
- Be able to guide NEW beer connoisseurs to new experiences through education.
- Demonstrate a thorough knowledge of the entirety of the food and beverage menu and their pairings including:
  - Key ingredients

- Key allergens
  - Flavor palettes
- Take guest orders and be able to make knowledgeable recommendations on food, wine, beer and cocktails.
- Expedite plates from the kitchen to the guest
- Ensure guest satisfaction through Team Service
- Be willing to be trained on the art and science of craft brewing and craft beers.
- Record food and beverage orders accurately and immediately into the Toast point of sale system.
- Maintain cleanliness in all areas of the bar and server stations including counters, sinks, utensils, shelves and storage areas, ensuring running side work and open/closing duties checklists are completed.
- Assist in the restocking and replenishment of inventory and supplies.
- Report all equipment problems and bar maintenance issues to the manager.
- Be familiar with City Barrel promotions, and sales and assist with special events
- Demonstrate the ability to interact with the public and coworkers in a friendly, enthusiastic, and outgoing manner.

**Job Purpose:** To ensure guest satisfaction by providing genuine hospitality and exceeding guest expectations.

**Job Qualifications:**

- Ability to drive the team operation to success.
- Extensive knowledge of safety, sanitation, and food handling procedures.
- Professional communication skills required.
- Ability to work in a team environment.
- Ability to work calmly and effectively under pressure.
- Must have problem solving abilities, be self-motivated and organized.
- Have a commitment to quality service and food and beverage quality.
- Familiarity with required Licensing and Labor Laws.

**Performance Standards:**

- Meets all company service standards by:
  - Consistently use safe food handling practices.
  - Read and accurately follow instructions.
  - Prepare items in a prescribed amount of time.
  - Adhere to cleanliness and sanitation guidelines.

- Understand temperature danger zones and food storage hierarchy (ServeSafe or Other).
- Adheres to policies and procedures set forth in the Handbook including Appearance Standards.
- Upbeat and professional image; maintains a positive attitude with self, guests, and team members.
- Completes all ongoing certifications/validations
- Maintain prompt and regular attendance.

**Working Conditions:**

- 100% walk and stand
- 90% communicate with guests and team members
- 50% operate cash register, point of sale system, and cash handling
- 25% reach, bend, stoop, wipe and lift up to 50 pounds.

**Required experience:**

- High volume casual or fine dining restaurant serving experience: 1 year

**COMPENSATION:**

Job Type: Full-time

Wage: \$7.5/hr + pooled tips

**Insurance:** City Barrel offers Health Insurance through United HealthCare for full-time equivalent employees (30 hours/wk). We pay 50% of the premium.

**PTO:** None for this position.

Employee Signature \_\_\_\_\_ Date \_\_\_\_\_