

JOB DESCRIPTION (SEASONAL)

Job Title: Server **Reports to:** General Manager **Wage:** \$7.50/hr + Pooled Tips

THIS POSITION IS A SEASONAL POSITION FROM FEB -SEPT

POSITION SUMMARY

We are seeking enthusiastic and customer-oriented individuals to join our serving team. 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. You must demonstrate a commitment to quality service, food, and beverage knowledge.

DAILY DUTIES & RESPONSIBILITIES

Guest Experience & Service

- **Welcome & Guide:** Greet guests warmly upon arrival. Guide them through the menu, making recommendations and answering questions about menu items, specifically regarding beer styles, history, and the brewing process.
- **Order Management:** Take accurate food and beverage orders utilizing the **Toast Inc. POS system**.
- **Quality Control:** Check back with guests to ensure satisfaction and immediately address any concerns. Upsell additional items or specials to enhance the dining experience.
- **Payment Processing:** Handle guest payments and process transactions accurately.

Shift Execution & Checklists (Derived from Server Checklists)

- **Opening & Arrival Duties:**
 - **Dining Room Setup:** Ensure chairs are down, tables/chairs wiped, and table settings placed. Place sanitation bottles and towels at every station.
 - **Station Stocking:** Fully fill server ice wells, set up water pitchers, and refill condiments (Ranch, Ketchup, etc.) ensuring FIFO (First-In, First-Out).
 - **Expo Window Setup:** Set up the expo window with sauces, spatulas, and carriers. Turn on the heat lamp.
 - **Patio Setup:** Roll the service cart outside, restock patio supplies (plates, napkins, cheese/pepper packets), assemble the couch, and wipe down the firepit table.
- **Service & "To-Go" Execution:**
 - **To-Go Packing Basics:**
 - Verify order numbers with the kitchen ("Where is order XYZ?").
 - Retrieve items from the hot box, double-checking order numbers.
 - **Garnish Check:** Ensure all garnishes (Arugula, Pickles, Sauces) are included. *Note: Apps like Wings and Knots have specific sauce counts (e.g., 6 wings = 1 sauce, 12 wings = 2 sauces).*

- **Sauce Knowledge:** Ensure correct sauce pairings are packed (e.g., Cheesy Garlic Bread gets Ranch + Marinara; Mini Corn Dogs get Beer Mustard, Ranch, or Ketchup).
- **Ticket Times:** Monitor estimated times (Lunch ~20 min, Dinner ~45 min). Communicate with the kitchen if times exceed standards.
- **Closing & Maintenance:**
 - **Cleanliness:** Maintain a clean and organized work environment, including dining areas and server stations. Spot sweep floors for debris.
 - **Restocking:** Restock restrooms and ensure enough silverware, plates, napkins, kids' cups, and straws are available for the next shift.
 - **Window Cleaning:** Clean and wipe down kitchen windows and patio windows with glass cleaner (specifically Fri/Sun).

General Responsibilities

- **Team Collaboration:** Collaborate with team members to provide efficient and attentive service.
- **Safety & Compliance:** Understand temperature danger zones and food storage hierarchy. Adhere to all policies set forth in the Handbook, including appearance standards.

QUALIFICATIONS

Knowledge & Skills

- **Beer & Pizza IQ:** Be knowledgeable about the style, history, and brewing process of all our beers. Be able to answer questions regarding our pizza selection.
- **Pressure Management:** Ability to work calmly and effectively under pressure.
- **Problem Solving:** Must be self-motivated, organized, and able to solve problems on the fly.

Experience

- **Required:** Minimum **1 year** of high-volume casual or fine dining restaurant serving experience.

Working Conditions & Physical Demands

- **Activity:** 100% walk and stand; 90% communicate with guests and team members.
- **Operations:** 50% operate cash register, POS system, and cash handling.
- **Physical:** 25% reach, bend, stoop, wipe, and lift up to 50 pounds.

Compensation & Benefits

- **Job Type:** Full-time
- **Wage:** \$7.50/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.