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| Job Title: | Server | Job Category: | Bites N Brews, JEG |
| Location: | Bites N Brews | Travel Required: | N/A |
| Salary: | Hourly Rate + Tips | Position Type: | Part-Time |
| Reports to: | Restaurant Manager | Date Posted: | 09/23/2020 |
| Will Train Applicant(s): | Experience Required | Posting Expires: | Upon fulfillment |
| Applications Accepted By: |

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| Email: info@814lanesandgames.comSubject Line: Restaurant ManagerInclude Resume and Completed Application | Mail: HR814 Lanes & Games1140 Frances StreetJohnstown, PA 15904 |

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| Job Description |
| **Summary:**We are looking for a server who will be responsible for taking orders from and serving food to customers. Duties will mostly include taking food and drink orders and writing them down on order slips, entering them into our software correctly and ensuring that tables are served properly and that all payments are collected.To succeed in this role, you will need to have a positive attitude and ability to work well under pressure with bussers, cooks and other staff. Previous work experience involving customer service in a fast-paced environment is greatly desired. Efficient, friendly, fun demeanor will lead to opportunities to serve larger corporate events.**Qualifications & Education Requirements:*** Minimum of High school diploma
* Experience providing excellent customer service in a fast-paced environment
* A positive attitude and ability work well under pressure with bussers, cooks and other staff
* Able to perform high-quality work while unsupervised
* Able to handle money accurately and operate a point-of-sale system
* Ability to work in a fast-paced work environment and deliver orders in a timely manner
* Flexible schedule with the ability to work days, nights, and weekends as required
* Food and beverage (F&B) knowledge, with ability to remember and recall ingredients and dishes to inform customers
* Excellent people skills
* Critical thinker and problem-solving skills
* Team player
* Good time-management skills
* Professional appearance
* Attention to detail and strong organizational skills
* Ability to frequently stand, bend, kneel, lift and carry up to 25lbs.

**Responsibilities and Expectations:*** Take food and drink orders from customers accurately and with a positive attitude.
* Write patrons' food orders on order slips, memorize orders, or enter orders into computers for transmittal to kitchen staff.
* Engage with customers in a friendly manner.
* Knowledge of the menu, with the ability to make suggestions.
* Ensure tables are enjoying their meals and take action to correct any problems.
* Collect payments from tables.
* Prepare checks that itemize and total meal costs and sales taxes.
* Help food preparation staff when necessary.
* Deliver superior service and maximize customer satisfaction
* Respond efficiently and accurately to customer complaints
* Ensure compliance with sanitation and safety regulations
* Ensure compliance with RAMP and servsafe standards
* Nurture a positive working environment

**Benefits:*** Competitive base wage + tips
* Flexible, Fun, and Team environment
* Discount dining and attractions within the facility

**Additional Notes**:As a new business, responsibilities, best practices and processes may be subject to change. |
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