

Server Position Description – Non Exempt

Team Member Name: _____

Reports To: Manager or Shift Leader on Duty

Minimum Age: 18 years old

Minimum Required Work Periods: All Holidays; All Days and Nights as Needed

Summary

Properly greet and thank each guest for coming into our restaurant with a warm, sincere welcome. Provide professional, friendly and efficient service to all guests according to Perkins Systems & Standards; taking into account Company policies, procedures, programs and performance standards.

► **Qualities**

- Dependability - you must set an example of being on time and in uniform daily.
- Job Knowledge and Skill - you need to know and practice the procedures and standards daily.
- Excellent Work Habits – you must take initiative to better the Guests' Experience, show a good sense of urgency and maintain a positive mental attitude. You should handle your duties and sidework responsibilities consistently and thoroughly.
- Enthusiasm & Optimism – you must enjoy working at your location and like seeing others be successful at their jobs. You should promote Company success through your words and actions.

► **Position Responsibilities**

- Successfully complete the Perkins Training Itinerary and then implement those steps daily.
- View all DVD Training videos and abide by the rules contained in them.
- Perform your duties as outlined in the Hospitality Guidebook including such guidebooks as:
 - Menu Tour Book, ready for the next guest, greeting and seating, table busing and setup, dish window, service cycle, 7 steps of service, observing plate presentation, to-go orders, cleaning and recap sessions.
- You must abide by all the Federal & State Laws regulating our Food Service Establishment by following the specific Food & Drug Administration Food Code and NYS Public Safety & Sanitation Laws contained in the respective binder which you must refer to daily.
- Greet each guest as they enter the building and then continue to:
 - Seat the guests using proper rotation of the dining rooms, describe the feature of the day, explain who their server will be and if time permits, offer a beverage.
 - While you are conversing with the guest at the cash register, offer bakery “to-go” to each guest.
 - Accept payment from each guest and properly record that payment using the Point of Sale computer system.
- Stock each bakery case throughout the shift to ensure a complete variety of bakery products are available and visible to our guests.
- Using the proper sanitizers and cleaners provided to you properly pre-bus, clean and sanitize your **entire work area** during your shift and obtain approval by the manager on duty prior to ending your shift. This includes items such as:
 - Booths, tables, chairs, utensils, condiment containers, pans, trays, counters, trash receptacles, restrooms, hallways, carpets, podiums, benches, picture frames, all sinks, shelves, wood surfaces, floors, drains, light fixtures, ceilings & walls.
- Communicate with management about any system breakdowns with respect to equipment, facilities and/or supplies.
- Complete, on a timely basis, all tasks assigned by members your management team.

EDUCATION and/or EXPERIENCE

- Knowledge of basic mathematical & reading skills, sanitation, safety, guest service & common sense required.
- Minimum age as listed on page one (1) of this Position Description required.

CERTIFICATES

- A current ServSafe Certification is required.

PHYSICAL DEMANDS

- The physical demands described here are representative of those that must be met by you to successfully perform the essential functions of this position and reasonable accommodations may be made to enable individuals with disabilities to perform these essential functions.
- While performing the duties of this position you are regularly required to stand; walk; use hands to finger, handle, or feel; reach with hands and arms; talk or hear and taste or smell and you will be required to sit; climb or balance, stoop, kneel, crouch or crawl. You must regularly lift and/or move up to 50 pounds.
- Specific vision abilities required by this position include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus.

WORK ENVIRONMENT

- The work environment characteristics described here are representative of those that you will encounter while performing the essential functions of this position and reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.
- While performing the duties of this position you will be frequently exposed to wet and/or humid conditions, toxic or caustic chemicals and extreme heat and you will be exposed to moving mechanical parts, fumes & airborne particles, outside weather conditions, extreme cold, risk of electrical shock and vibration. The noise level in the work environment is usually loud.

The above statements are intended to describe the general nature and level of work required by you in this position and they are not intended to be an all-inclusive list of your required responsibilities, duties or skills. The Perkins Systems & Standards manuals are located throughout the restaurant for your reference.

CERTIFICATION OF UNDERSTANDING OF POSITION RESPONSIBILITIES

I have read this position description and completely understand the requirements and responsibilities contained in it and expected of me. Furthermore:

- I understand that receipt of this position description does not constitute or imply an employment contract.
- I understand that my employment and compensation may be terminated with or without cause and/or notice, at any time, at the option of either the Company or myself.
- I understand that the Company reserves the right to alter, amend, change or terminate any of the responsibilities or other information provided in this position description at any time with or without notice.
- I understand that the Company has a number of Zero Tolerance Policies outlined in the Employment Handbook solely because the business is a Food Service Establishment and serves a High Risk Population and therefore is regulated by both the Federal & State Government Health Laws.
 - I understand that my failure to follow every System & Procedure may cause my termination of employment.

Team Member Signature: _____

Effective Date: _____