



Major Areas of Responsibility

Service

- Follows steps of service
- Understands content of menu
- Establishes rapport with guests/members
- Effectively uses suggestive and upselling techniques
- Always exceeds guest expectations
- Adheres to location appearance guidelines
- Acts with a sense of urgency

Controls

- Maintains service areas
- Employs good safety and sanitation practices
- Adheres to company guidelines and house rules
- Follows responsible alcohol service policies
- Thoroughly completes all station set-up and breakdown responsibilities

Team

- Displays a positive attitude toward teammates and managers
- Helps fellow employees whenever necessary
- Always on time and ready to go

Job Requirements

- Lifts and transports service trays up to 40 lbs. from the kitchen to the dining room and back
- Walks and stands during entire shift
- Reads, speaks and comprehends English
- Hazards may include, but are not limited to, slips, trips, falls and burns

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