



Hotel Cerro Job Description – Server

Position Title: Server (Evenings and Sunday Brunch)

Lines of communication: **Reports to:** F&B Manager, Asst. F&B Manager,

Responsible for: Providing prompt, efficient and friendly service

Liaises with: Servers, Bartenders, Executive Chef, Sous Chefs, Head Bartender, and other support staff

Position Summary:

At Hotel Cerro we have developed a more equitable Food and Beverage concept, new to the Central Coast. Currently adopted in other parts of the US we believe this to be the evolution of our industry. Appreciating and rewarding the efforts engaged by every member of the F&B team, results in each individual participating in the benefits. When each individual looks outside of themselves to work as a team, we create a superior guest experience.

It will be imperative to have a strong understanding of all ingredients that go into creating our menus so you may better describe the offerings to our guests. You will be responsible for serving menu items to guests in a prompt, friendly, and courteous manner while also looking outside your section to ensure smooth service all around the food and beverage outlets. To succeed in this role, you will need to have a positive attitude while thriving under pressure and coordinating with other Food and Beverage team members. From front of house to back of house we are all equal at Hotel Cerro and helping each member of the team regardless of their title is how we all succeed. To ensure a smooth and efficient service, at all times you should maintain a clean, organized and sanitary work environment.

Duties and Responsibilities:

Duties and Responsibilities will include but not be limited to the following:

- Answering questions about menu pricing, preparation, ingredients, and plate presentation
- Memorizing and promoting daily specials
- Anticipate the needs of the guest, including keeping beverages full, providing additional condiments and/or food items, and checking back with guests during their meal
- Supporting other areas of the restaurant as necessary
- Maintain working knowledge of the descriptions of each menu item, including basic ingredients, preparation and flowing description phrases
- Remove all unused dishware from tables at all times
- Work as a team with other staff to ensure a smooth and successful working environment
- Maintain a rapport with your guests while anticipating each guests' needs
- Know all table and bar seat numbers
- Immediately report any guest concern to the manager
- Perform appropriate opening and closing side work
- Handle cash and credit card transactions according to Hotel Cerro procedures
- Observe state and federal laws regarding the service of alcohol

Prerequisites:

- Proficient in Point-Of-Sale systems
- Focused on detail management and completion of tasks; ability to prioritize effectively.
- Able to handle high volume of activity with calm and grace
- Flexible in terms of working hours and schedules
- Excellent verbal communication skills
- Strong customer service skills and friendly personality
- Able to endure long periods of standing, walking and lifting up to 45lbs

Education

- Food Handlers, within 30 day of hire
- RBST Certificate, within 30 days of hire

Experience

- Hotel F&B experience helpful
- 2 years restaurant experience minimum