
 Employee Name (Please Print)

 Date

PINE MOUNTAIN CLUB PROPERTY OWNERS' ASSOCIATION JOB DESCRIPTION

Job Description: Server
 Department: Bistro
 FLSA: Non-Exempt
 Reports to: Bistro Manager
 Approved by: General Manager
 Approved date: 05-10

SUMMARY

Responsible for serving members in dining room, lounge, Condor Room and/or other facilities. Provide service in the manner pleasing to members and their guests. Assure a high standard of appearance, hospitality and service in personnel and cleanliness of dining room. Provide friendly, responsive service to create an exceptional dining experience for all of our guests. Each server's primary objective is to show our guests such a marvelous time, they will want to return again and again.

WORK

Part time. Hours will vary. Weekends and Holidays are required. Employee may be required to work overtime hours as needed.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following:

- Provide service to members and their guest at the clubhouse for regular Bistro hours and special functions as scheduled
- Welcome and greet guests. Make all our guests feel comfortable and let them know you're there to personally take care of them.
- Inform guests of specials and menu changes.
- Make recommendations you genuinely feel your guests will enjoy.
- Answer questions about our food, beverages and other restaurant functions and services.
- Take food and beverage orders from guests, enter orders in our point-of-sale system which relays orders to the kitchen and bar.
- Deliver food and beverages from kitchen and bar to guests in a timely matter.
- Perform side work at the start and end of each shift as required by service station assignment.
- Maintain clean service areas.
- Monitor and observe guests dining experience. Ensure guests are satisfied with the food and service. Respond promptly and courteously to any requests.
- Prepare final bill, present check to guest, accept payment, process credit card charges or make change (if applicable).
- Be ready and willing to assist fellow servers as situations arise.
- Be ready and willing to assist busperson with clearing and resetting tables.
- Thank guests for their visit and invite them to return.

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- Be available to fill in as needed to ensure the smooth and efficient operation of the restaurant as directed by the restaurant manager or immediate supervisor.
- Maintain a professional appearance
- Maintain a clean working environment
- Follow opening and closing procedures to include balancing the money drawer
- Operate cash register, and miscellaneous equipment
- Stock supplies
- Follow all safety rules and procedures
- Work with other departments with club events
- Report any potential problems and disturbances
- Maintain a satisfactory attendance record
- Responsible for complying with safe and healthful work practices
- Attend safety meetings as required
- Immediately report any potential hazard to the Bistro Manager
- Other duties as may be assigned

SUPERVISORY RESPONSIBILITIES

None.

QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

EDUCATION and/or EXPERIENCE

High school diploma or general education degree (GED) preferred, experience preferred.

LANGUAGE SKILLS

High degree of language skills to compose correspondence, write reports, and communicate with members. Read, write and converse in the English language. Ability to read and comprehend documents such as out Governing Documents, safety rules, operating and maintenance instructions, and procedural manuals.

MATHEMATICAL SKILLS

Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent and to draw and interpret graphs.

OTHER SKILLS AND ABILITIES

Must possess excellent organizational skill. High level of ability to maintain effective working relationships with co-workers. Must be proficient in the use of personal computers and software, and POS system. Must have a basic knowledge of dining room and service procedures and functions.

REASONING ABILITY

Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

CERTIFICATES, LICENSES, REGISTRATIONS

Must maintain a current California Driver's License and good driving record.

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PHYSICAL DEMAND

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee is regularly required to sit and talk or hear. The employee frequently is required to reach with hands and arms and stoop, kneel, or crouch. The employee is occasionally required to stand; walk; and use hands to finger, handle, or feel. The employee must frequently lift and/or move up to 25 pounds. Be able to work in a standing position for long periods of time (up to 5 hours). Be able to safely lift and easily maneuver trays of food frequently weighing up to 20 to 25 pounds. Specific vision abilities required by this job include close vision, distance vision, depth perception, and ability to adjust focus in low lighting.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee is frequently exposed to moving mechanical parts. The employee is occasionally exposed to wet and/or humid conditions and risk of electrical shock. The noise level in the work environment is usually moderate.

TOOLS & EQUIPMENT USED

Personal Computer and printer, typewriter, scanner, e-mail, 10-key adding machine, copy machine, postage meter, facsimile machine, laminator, and telephone.

EQUAL OPPORTUNITY EMPLOYER

It is PMCPOA’s policy to maintain equal opportunities for all employees. PMCPOA does not unlawfully discriminate on the basis of race, color, religion, sex, national origin, ancestry, disability, sexual orientation, Vietnam era Veteran status, marital status, or age. This policy applies to all areas of employment including recruitment, hiring, training, promotion, compensations, benefits, and social and recreational programs.

Teamwork and the ability to get along with co-workers is considered an essential function of the job and that angry, rude, disrespectful, insubordinate and uncooperative behavior can result in discipline, including termination.

EMPLOYMENT AT WILL

California is an ‘at will’ employment state, meaning that an employer or employee may terminate the employment relationship at any time.

By signing below I acknowledge receipt of my job description. I have had the opportunity to ask questions, and I understand what is expected of me in this position.

Employee Signature

Date

Manager Signature

Date

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