

**Biltmore Forest Country Club
Job Description**

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| Title: Server/Banquet Server Department: Food & Beverage | Reports to: Manager, F&B MOD Classification: Full or Part-time |
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Job Summary

Provide polite, courteous, and outstanding professional service to our members and guests. Possess experience in fine dining and knowledge of wine. Must be 18 years of age to serve alcohol. Must possess the ability to take directions from supervisors with a professional and positive attitude. Practice suggestive selling techniques.

Essential Functions

- Provides immediate attention to all members/guests upon seating.
- Sets up side station and performs assigned side work.
- Distributes menus.
- Fills glasses with ice water
- Remains educated on all menu items.
- Answers questions and suggests menu items.
- Takes members'/guests' orders.
- Places orders with the POS system; informs cooks about any special cooking instructions.
- Assembles food on tray; procures items from each station as necessary.
- Serves meal; with appropriate silverware places dishes by courses in front of each person following standards of service.
- Checks back to ensure member/guest satisfaction.
- Pours and replenishes wine, tea, water and other beverages.
- Removes soiled dishes following standards of service.
- Suggests and serves dessert, coffee, and after dinner drinks.
- Takes and accurately enters, beverage, wine, and food orders into the computer accurately using the correct table and seat numbers.
- Close guest checks in the computer and present guest check to member in a timely manner.
- Keeps tables, dining room and bus station areas clean.
- Advises supervisor of any complaints as soon as they occur.
- Performs clean-up and closing duties as assigned by manager.
- Attends staff meetings as requested by manager.
- Banquet set-up and breakdown.
- Actively study menus.
- Study's wine and food pairings in order to be able to make suggestions to members.

Performance Standards

- Must comply with all rules and regulations as stated in the Employee Handbook. Must be willing to adhere to policies/procedures of the Club's ongoing Safety Program.
- Must be polite and courteous when dealing with the members and maintain a low customer complaint ratio.
- Must greet members and guest within five minutes after they are seated and take their order.
- Must call members by name.
- Must serve food and beverages using the tray service method and complying with the service standards.

- Must comply with the uniform and appearance standards.

Safety Equipment & Personal Protective Equipment

- First-aid kit (located in the kitchen).
- Fire extinguisher (located in the kitchen).

Qualifications

Formal Education/Skills/Experience/Knowledge

- Ability to communicate with members and understand and follow directions of managers.
- Good judgment and organizational skills and the ability to work as a team member.
- Ability to perform tasks, duties and responsibilities correctly and in a timely manner.
- Must be reliable and have a passion for service.
- Must use proper English at all times with the membership. Avoid slang terminology.

Working Conditions

- High expectations
- Late nights
- Requires strenuous activity
- Moving furniture
- Requires bending, stooping and lifting and carrying heavy trays on a regular basis.
- Must be able to stand, climb, bend, reach overhead, lift push & pull on a regular basis.
- Must be able to walk and stand for 8 hours.
- Exposed to some repetitive movements.
- Flexibility to work days and/or evenings as needed.
- Weekend and holiday work is required.
- Lift and carry 35 pounds.

**** This job description includes, but is not limited to the duties and responsibilities noted above.***

I have read and understand the requirements of this job description.

Employee Signature

Date