EAST LAKE GOLF CLUB
SERVER JOB DESCRIPTION

The server position is one of much responsibility. Servers must be reliable and able to handle multiple tasks simultaneously while maintaining confidence and composure. They must be driven to exceed the guest’s expectations.

General responsibilities

• Have a thorough knowledge of all menus, including lunch, dinner, wine list, beer, and back bar products (spirits). Be able to recommend, compare and contrast items and discuss ingredients, recipes and preparation alternatives.
• Have a basic knowledge of ELGC history.
• Be knowledgeable of ongoing club activities.
• Demonstrate excellent salesmanship & communication skills.
• Be able to take all food & drink orders without assistance.
• Be able to present bottles of wine properly.
• Attain a thorough working knowledge of the POS system and accurately communicate all orders to the kitchen and bar in a timely manner.
• Be responsible for resetting and preparing tables for new guests. The hostess and server assistant will assist as they are able, but the server is ultimately responsible for making sure their section is ready for guests.
• Assist the food runner in delivering food, even if it is not your table.
• Maintain effective communication with guests through regular check-backs.
• Identify and solve any problems related to guest dissatisfaction and complaints.
• Complete assigned side work and opening/closing duties.
• Responsible for all guest payment transactions.
• Assist other employees, whenever possible, with any tasks necessary for smooth, effective restaurant operation.
• Have a full understanding of, and ability to set necessary buffets for service.
• Learn and recognize our members by name.
• Perform any task deemed necessary by managers for complete guest satisfaction.