

Server (Hotel Lakeside Dining Room) 2020 – Seasonal, tipped/hourly-non-exempt



Lakeside Chautauqua | 236 Walnut Ave., Lakeside, OH 43440 | lakesideohio.com | employment@lakesideohio.com

SUMMARY

This is a seasonal position with varying day and evening hours based on restaurant demands. All servers must be dedicated to providing an exceptional culinary and dining experience to all guests. Servers report directly to the Front of House Supervisor and the Director of Culinary Services. Servers are expected to work weekends and holidays.

Dining service at the Hotel Lakeside Dining Room will vary from European-style Continental Breakfast Buffet to Afternoon Tea Service, Passed Appetizers for Events and upscale Plated Dinners. Servers may work in multiple food service venues, such as the Hotel Lakeside Dining Room, the Fountain Inn or Hotel Lakeside Courtyard.

To perform this job successfully, the 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

ESSENTIAL DUTIES INCLUDE, BUT ARE NOT LIMITED TO:

- Ensure all guests feel welcome and are given responsive, friendly and courteous service at all times
- Greet guests, inform them of specials, provide a menu tour and recommend items you genuinely feel guests will enjoy
- Answer questions about food, beverage, restaurant functions, services and Lakeside Chautauqua activities
- Take food and beverage orders; enter orders into point-of-sale system
- Deliver orders from the kitchen and beverage bar with appropriate service trays to guests in a timely manner
- Perform side work at the start and end of each shift as required by service station assignment
- Maintain a clean, neat and orderly service station
- Help maintain cleanliness of Hotel Lakeside Dining Room, Hotel Lakeside Courtyard and Fountain Inn event spaces
- Stock service stations with supplies as needed
- Monitor and observe guest dining experience. Ensure guests are satisfied with food, beverage and service. Respond promptly and courteously to their needs and requests
- Prepare final bill, present check to guest, accept payment, process credit card charges or make change
- Be ready and willing to assist fellow staff (servers, bussers, hosts/hostesses, management) as need rises
- Be ready and willing to fill in as needed to ensure the smooth and efficient operation of the restaurant as directed by the Director of Culinary Services or Front of House Supervisor
- Understand the basic knowledge of dining room and service procedures/functions
- Thank guests for their visit and invite them to return
- Cast out at end of shift
- Ensure that all beverage equipment is kept clean and in excellent working condition by following equipment instructions and restaurant's preventative maintenance programs
- Understand completely all policies, procedures, standards, specifications and training for all Hotel Lakeside dining venues, such as daily dining room service, special events, courtyard service and daily Continental Breakfast buffet service
- Participate in Dining Room Server training
- Participate in on-site Food Handlers training on safety and sanitation practices
- Participate in daily shift briefings
- Keep an open line of communication with supervisor and keep posted on what is happening with the front of the house; report all concerns and problems to supervisor
- Take direction well and work as part of a team
- Must be able to read, write and speak effectively
- Effectively communicate with supervisor, back of house and front of house staff
- Maintain a positive attitude while working in a hot, fast-paced and stressful environment
- Uphold Lakeside's mission statement, personally representing its goals and values at all times while on the Lakeside grounds, creating a pleasant and memorable stay for guests

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EDUCATION REQUIREMENTS

While high school graduate is preferred; students age 16+ may apply.

PREVIOUS EXPERIENCE

No previous experience needed.

LANGUAGE SKILLS

Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to speak effectively with guests and co-workers.

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.

PHYSICAL DEMANDS

While performing the duties of this job, the employee is regularly required to stand; walk; use hand to finger, handle, or feel; reach with hands and arms; stoop, climb or balance; specific vision, depth perception, and ability to adjust focus. Must be able to lift up to 20 pounds. 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.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

FOR MORE INFORMATION, PLEASE CONTACT

employment@lakesideohio.com

Please note: this job description is a work in progress. It may change with experience and input from key staff members. Other duties may be assigned to or deleted from this position as needed.

Hotel Lakeside Server Signature

____/____/____
Date

Director of Culinary Services Signature

____/____/____
Date