



# OWL'S NEST

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## LCJ MANAGEMENT, LLC d/b/a OWL'S NEST RESORT JOB DESCRIPTION

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**TITLE:** Server

**REPORTS TO:** Restaurant Manager

**DEPARTMENT:** Food & Beverage (FOH)

**FLSA STATUS:** Non-Exempt (Hourly)

### **JOB SUMMARY**

Servers are expected to be outgoing, friendly individuals looking to work in service based, high-pressure situations while catering to the needs of guests. You must be able to ensure guest satisfaction while representing the values and standards of the resort. This position requires attention to detail, excellent interpersonal skills, and an enthusiastic work ethic.

### **ESSENTIAL DUTIES AND RESPONSIBILITIES**

- Ensure a positive and pleasant guest experience.
- Cater to the specific needs of individual guests.
- Advise on menu and beverage offerings and answer questions competently when they arise.
- Take and deliver orders with accuracy and in a timely manner.
- Manage timing of meals.
- Adhere to resort service standards.
- Attend to the tables and guarantee compliance with cleanliness and sanitary standards.
- Deliver checks, accept payment methods, and manage cash and/or credit slips.
- Submit an accurate and balanced cash out at the end of each business day.
- Present self in a professional, clean, and positive manner when representing the resort.
- May perform duties from other positions as needed or assigned to maintain proper operations of the resort property.

### **KNOWLEDGE, SKILLS AND ABILITIES**

- High School Diploma, GED or equivalent
- One (1) year experience in full-service dining service preferred.
- Experience in the resort/hospitality industry helpful.
- Ability to adapt to situations and adjust accordingly.
- Working knowledge of cash register and point of sale software.
- Outstanding verbal communication and interpersonal skills.
- Ability to analyze and solve problems in a fast-paced environment.
- Organization and attention to detail, positive attitude, and ability to work as part of a team.
- Working knowledge of food, beer, wine, and cocktails.
- Able to lift, balance and carry a tray at shoulder level and utilize a tray jack.
- Able to cultivate positive relationships with coworkers and guests and ensure mutual satisfaction.

## LICENSURE / CERTIFICATIONS REQUIREMENTS

- TEAM Certification
- Participation in ongoing training and education.

## PHYSICAL REQUIRMENTS / WORKING CONDITIONS

- Flexible schedule which may include days, evenings, weekends, and holidays.
- Must be able to lift and stack objects up to 30 pounds occasionally and frequently exert 10 to 30 pounds of force to lift, carry, or otherwise move objects.
- Work involves frequent periods of standing and walking, stooping, kneeling, crouching, twisting/turning, reaching, and bending at the waist.
- Able to hear well in a loud environment.
- Exposure at times to inclement weather.

*I understand that the job description is not a comprehensive list of my job duties, and it is up to me, along with the Restaurant Manager's guidance, to determine the best and most efficient way to accomplish my job duties and responsibilities. I also understand that should my job duties change significantly, which may occur based on the business needs of Owl's Nest Resort; it is my responsibility to notify the Restaurant Manager so that my job description is updated accordingly. I acknowledge that the job description will be used as the basis for my performance review.*

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Signature

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Printed Name

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Date