



## Server Job Description

**Summary:** Provide guests with the highest level of service during their dining experience. Sell the menu and place orders with the kitchen to ensure proper timing of delivery. Anticipate all guest needs and provide prompt and friendly service.

### Job Responsibilities:

- ◆ Passion to deliver the best experience through attentive and friendly service
- ◆ Follows all company safety and sanitation policies and procedures
- ◆ Acts as an ambassador to the restaurant, greeting all guests with a positive attitude and enthusiasm. Smiles and greets guests upon entering and leaving.
- ◆ Keeps MOD (manager on duty) promptly informed of all issues or unusual matters of significance and takes prompt corrective action where necessary or suggests alternative courses of action.
- ◆ Greet all guests as they walk through the restaurant
- ◆ Reach and maintain a high level of knowledge for Arancino menu items (food & beverage)
- ◆ Able to provide detailed and clear explanations of the menu for all guests
- ◆ Accommodate and anticipate guest needs to ensure guest satisfaction
- ◆ Reviews the cleanliness and organization of the front of the restaurant and host area. Checks for restocking of any items within their area and brings all areas up to standard. Discusses problem areas with managers.
- ◆ Takes pride in cleanliness of the restaurant with attention to detail within their section
- ◆ Maintains a favorable working relationship with all other Arancino employees to promote a cooperative and harmonious working relationship which will be conducive to maximum morale, productivity, efficiency and effectiveness.
- ◆ Notifies manager of any guest who is perceived to be unhappy
- ◆ Build a rapport with guests to gain repeat business
- ◆ Assists other staff members as needed or as business dictates
- ◆ Holds self to a higher standard, being a role model at all times

### Job Duties:

- ◆ Selling our menu to the guest and recognize opportunities to up-sell
- ◆ Ensures all Arancino service standards are met and will ask for assistance if standards may be compromised
- ◆ Anticipate guest needs to provide a seamless dining experience
- ◆ Ensures work areas are kept clean, organized
- ◆ Restock and clean up to set up the next shift for success
- ◆ Running side-work and closing side-work completed in a timely manner
- ◆ Operates with a sense of urgency to provide a great guest experience
- ◆ Maintain a high level of productivity during down time
- ◆ Takes initiative in maintaining a high level of productivity
- ◆ Exude a positive attitude and contagious energy throughout the entire shift



### **Skills Required**

- ◆ Demonstrates knowledge and ability to execute Arancino standards
- ◆ Must be friendly and smile frequently
- ◆ Two years of similar restaurant concept/service experience preferred
- ◆ Must be able to communicate effectively with multiple guests
- ◆ Strong verbal skills
- ◆ Must be able to read and communicate in English
- ◆ Calmly respond to dissatisfied guests and calling issues to managers' attention
- ◆ Must be able to verbalize guests' needs to other employees/managers
- ◆ Able to articulate clear greetings, requests for assistance, and farewell to guests.

### **Physical and Environmental Conditions:**

- ◆ Works days, nights, and/or weekends as required.
- ◆ Work in a noisy, fast paced environment with distraction conditions
- ◆ Move about the restaurant and standing for long periods of time
- ◆ Read and write handwritten notes
- ◆ Reach, bend, stoop and wipe frequently
- ◆ Lift and carry up to 30 pounds

The above statements are to describe the general nature and level of work being performed by individuals assigned to this job. They are not intended to be an exhaustive list of all responsibilities, duties, skills required of personnel so classified in this position.