



Title: Server

Reports to: Front of House Manager

Status: Customer Service I

Department: Pub

Pay Grade: Grade 1

Full/Part Time: Part-time

Wage Last Amended: June 2021

Job Description Last Amended: June 2021

SUMMARY

The Server is responsible for giving friendly and efficient service to Pub customers with a positive and professional demeanor, accurate order taking, and the ability to balance different tables needs during the service cycle. You are a team player who helps other staff, especially during busy times. Finally, you clean, and stock as needed.

JOB DUTIES

Customer Service

- Build rapport with customers throughout service cycle with an authentic, friendly, helpful, and professional demeanour
- Ensure customers are satisfied with ordered items and service quality
- Resolve customer complaints and requests; inform management when appropriate
- Develop and maintain a solid product knowledge in order to answer questions
- Monitor customer alcohol intake and refuse service if customer has reached their limit
- Inform management of any difficulties with customers or staff
- Inform customers of upcoming events and promotions within the pub or the greater BCITSA

Service Cycle

- Greet and welcome customers, give them menus, inform them of specials, and ID them
- Take accurate food and drink orders, including any modifications or special requests
- Analyze orders and suggest combinations of food items to save customers money
- Suggest additions to orders or extra items when appropriate
- Check food quality and accuracy of order
- Organize and group food items on pass bar
- Deliver order including sauces, cutlery, extra plates, and napkins to tables, and ensure each customer receives items they ordered

- Check on customers soon after they begin eating and throughout meal, taking additional orders and delivering refills
- Present bills to customers
- Thank customers for their patronage at HABITAT

Cash Handling and Point of Sale (POS)

- Input orders into POS terminal under the correct table number,
- Ensure the number of customers per table is inputted correctly
- Verbally inform kitchen of any abnormal requests or customers with allergies
- Split up bills accurately according to customer needs and print them
- Carry out sales transactions using preferred method of payment, and close bills promptly
- Perform cash out duties and tip out

Operational Duties

- Understand, follow, and enforce all policies and procedures
- Ensure pub is a safe environment for all users
- Fill out incident reports and report to Front of House Manager in a timely manner
- Clear and clean tables after customers leave
- Maintain clean and orderly workstations
- Organize and clean menus, and roll cutlery at the end of shift and during shift, as needed
- Set up tables for big parties
- Perform closing cleaning duties and remove garbage
- Rotate and stock food items and other supplies
- Fill and clean all condiments, and make coffee

Other Related Duties

- Support Student Executives and staff members for their respective initiatives
- Assist in training employees
- Assist other staff with duties, especially when busy
- Other related duties as required

BCITSA Agent

- Maintain a professional and friendly demeanor when interacting with any internal or external stakeholders
- Understand and promote our mission and values naturally and know our basic history

Supplementary Information

- Attend all staff meetings and training sessions as required
- Requires shift work
- Position includes frequent high-volume periods
- May need to deal with inebriated and sometimes violent customers
- Must be able to lift and carry up to 7kg (15lbs), bend, crouch, climb, and walk and stand for long periods

REQUIREMENTS, ASSETS and COMPETENCIES

Requirements

- Communication skills
- Team player
- Multitasking skills
- Customer service skills
- High School Diploma or equivalent
- Serving it Right Certificate
- Six months of experience in a similar role
- Ability to work under pressure

Assets

- n/a

Competencies (specific to role)

Core

- Accountability
- Collaboration
- Communication
- Continuous Development
- Creative Thinking
- Cultural Awareness
- Customer Service
- Entrepreneurship
- Leadership
- Organization & Planning
- Problem Solving

Functional

- Attention to Detail & Accuracy
- Conflict Management

- Relationship Building & Networking