



## JOB DESCRIPTION | SERVER

**POSITION:** Server

**REPORTS TO:** FOH Management

**OUR MISSION....***TO DELIGHT EVERY GUEST WITH REMARKABLE DINING & HOSPITALITY EXPERIENCES THAT KEEP THEM RETURNING*

**CORE VALUES:** *AUTHENTICITY – RESPECT - ENTHUSIASM*

### **POSITION SUMMARY:**

Provide friendly, genuine, and responsive service to create a positive memorable dining experience for all our guests in order to ensure loyalty and repeat patronage.

- Welcome and greet guests. Make all guests feel comfortable and let them know you are there to personally take care of them.
- Inform guests of specials and menu changes
- Be able to inform guests of restaurant events & happenings, as well as at our sister restaurants.
- Have knowledge of the history & concept of the restaurant & sister restaurants and be able to confidently guide guests to sister restaurants as the opportunity arises.
- Be thoroughly knowledgeable about all food and beverage menu items and to successfully answer all guest inquiries about ingredients and dietary restrictions.
- Guide guests through the menu offerings with suggestions and to artfully course out the items ordered for the best dining experience possible.
- Perform proper tableside wine service and etiquette for all bottles ordered.
- With assistance of food runners, deliver food & beverages to guests in a timely manner
- Be able to adapt to different guest expectations of service as well as able to anticipate guest needs before they have to be vocalized to service staff.
- Be adept at efficiently managing a 6 table section, asking for help if you get in the weeds
- Be ready and willing to assist fellow team members with the goal of delivering a Remarkable dining experience to all guests as situations arise.
- Check in with tables after each round of product delivered to ensure that all guests are satisfied with food and beverages.
- Respond promptly and courteously to all guest inquiries and complaints. Report any guest dissatisfaction promptly to manager on duty.
- Be adept in navigating the POS system in order to successfully and accurately communicate all allergens, modifications, and special requests to the appropriate

station.

- Utilize seat numbers to effectively course-out food in the shared tapas style or as individual orders.
- Prepare final bill accurately, present check to guests, accept payment and process payments accurately & timely.
- Be familiar with the causes of food contamination and the methods of prevention
- Monitor cleanliness of server stations and maintain stocked levels of paper goods.
- Be familiar with and adhere to all food safety standards and sanitation systems.
- Be available to fill in as needed to ensure the smooth and efficient operation of the restaurant as directed by FOH management.
- Complete all opening, side, and closing tasks as assigned in checklists.
- Other duties as assigned by management

### QUALIFICATIONS:

- Be able to communicate and understand the predominant language of our guests.
- Must have basic knowledge of dining room and service procedures and functions
- Possess basic math skills and have the ability to handle money and operate a point of sale system.
- Ability to excel under pressure
- Strong ability to multitask
- High standards of excellence
- Ability to communicate clearly
- Strong attention to detail
- Stamina to work up to 8 hours on your feet
- Self-motivation to complete tasks and to seek out projects
- Strong sense of urgency
- Genuine joy for hospitality
- Available to work weekends and holidays
- Valid CA Food Handler's Certificate
- Valid CA Sexual Harassment Prevention Certificate

I, \_\_\_\_\_ acknowledge that I have thoroughly read & understand my job description & responsibilities as a **Server** at Luna Red.

Sign: \_\_\_\_\_

Print: \_\_\_\_\_

Date: \_\_\_\_\_