



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:

To guide guests through their optimal dining experience from the moment they sit down to the moment they depart. Be thoroughly knowledgeable about all food and beverage menu items and to successfully answer all guest inquiries about product. **Meet sales goals** through the food and beverage menu offerings with suggestions and to artfully course out the items ordered while following duties, responsibilities and essential job functions. You are legally obligated to declare 100% of your tips. **That is your personal responsibility.** In order to avoid being audited as a company, we require all servers to declare at least 10% of their total sales (tendered no tip) each shift through the POS before clocking out.

ESSENTIAL JOB FUNCTIONS FOR SERVER POSITION:

- Create a positive guest experience through genuine interaction and adherence to service standards.
- Display exceptional food and beverage menu knowledge and ability to answer questions regarding ingredients and dietary restrictions.
- 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 5 table section, asking for help, at any time you cannot fulfill the commitment and requirement of your duty.
- Display camaraderie & teamwork with the goal of delighting OUR guests with a REMARKABLE dining experience.
- 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.
- Assist in running drinks or food to tables whenever necessary or possible during service.
- 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 aware of any special requests, inclusive of guest allergies.
- 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.
- Perform proper tableside wine service and etiquette for all bottles ordered.
- Be familiar with and adhere to all food safety standards and sanitation systems.
- Complete all opening, side, and closing tasks as assigned in checklists.
- Follow all policies and procedures, as outlined in this job description, the employee handbook, and the Hospitality Manual.
- Consistently meet sales goals outline set by management for various seasonal targets.

- Other duties as assigned by management

MINIMUM QUALIFICATIONS:

California Serv Safe Certification
Ability to excel under pressure
Strong ability to multitask
High standards of excellence
Ability to communicate clearly
High level of product knowledge
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

I, _____ acknowledge that I have thoroughly read & understand my job description, essential functions, and responsibilities as a Server at Luna Red Restaurant.

EMPLOYEE Sign: _____

Print: _____ Date: _____

MANAGER Sign: _____

Print: _____ Date: _____