



POSITION: Restaurant Server  
REPORTS TO: Restaurant Manager, Assistant Food and Beverage Direct or Food and Beverage Director  
DEPARTMENT: Food & Beverage  
FLSA STATUS: Exempt

**POSITION SUMMARY:** Under the general supervision of the Restaurant Manager, the restaurant server is to serve guests in a courteous, helpful, professional and pleasant manner. The employee is responsible for duties such as greeting guests, servicing the guest's needs, opening and closing side work and other service related duties.

#### **ESSENTIAL DUTIES AND RESPONSIBILITIES:**

Include the following. Other duties and responsibilities may be assigned.

- To report for duty punctually, in full uniform according to appearance and grooming standards.
- To promote and maintain a positive working relationship at all times with all colleagues of SMG / SAVOR...
- To follow all departmental policies, procedures and set service standards as outlined in the SMG Handbook.
- To consistently offer professional, friendly and warm hospitality to all guests.
- To foster and practice teamwork and cooperation with all other positions existing in the restaurant.
- To attend all required training sessions and be aware of any changes to menus, restaurant and departmental policies and procedures, service standards as well as business trends and requirements.
- To have full and complete knowledge of the food menu, dessert menu, coffee and tea menu as well as all other beverage menus and the wine list. To know about menu items, ingredients, preparation methods and garnishes for all dishes.
- To be able to guide the guest through the menu and make any suggestions or recommendations in the guests' interest. To be able to answer any guest question about food items, beverages and wines in an informative and helpful way.
- To be aware of all cashiering procedures and the handling of all payment methods.
- To understand and follow all Micros procedures and policies as stated in the SAVOR...guidelines.
- To communicate all service requirements to the respective team members in an efficient and effective way.
- To ensure that all work areas and stations are kept clean and tidy at all times.
- To perform all opening, side and closing duties as well as all daily and weekly duties to the set standards as outlined in a Job Task Checklist.
- To attend pre-shift, weekly and monthly meetings to be well- informed about all events, promotions and other news concerning the restaurant

#### **Additional Duties and Responsibilities:**

- The Server must understand how to operate all the equipment used in the restaurant and to protect all assets in the restaurant and in the arena.
- To assist all guests (internal and external) with any enquiries or requests in a pleasant, helpful manner
- To actively participate in and follow all health and safety policies and procedures set out for by SMG / SAVOR... and the Restaurant.
- Carrying out any miscellaneous duties and responsibilities as requested by your Manager pertaining to total quality service delivered in the restaurant.

#### **Qualifications:**

- Previous work experience within an upscale high volume establishment
- Excellent interpersonal skills and a team player attitude
- Willingness to learn new concepts and ideas

**Education and/or Experience:**

- \* 2+ yrs serving experience in a restaurant is **REQUIRED**
- Basic knowledge of fine dining and good knowledge of wines/beverages

**Knowledge, Skills and Abilities:**

- Positive, customer service oriented attitude at all times.
- Strong knowledge of sanitary practices.
- Knowledge of full service restaurant operations & terminology.
- Knowledge of POS operating systems.
- Promptness and efficiency of all actions.
- Maintains proper grooming and dress code standards.
- Ability to work with other staff members in the facility.
- Ability to undertake and complete multiple tasks.
- Attention to detail.
- Must have ability to follow directions and effectively perform the work.
- Must have a pleasant personality and a neat appearance.
- Must speak and understand English well enough to converse with customers, colleagues and supervisors

**CERTIFICATES, LICENSES, REGISTRATIONS:**

- ABLE commission alcohol beverage permit within 30 days

**PHYSICAL REQUIREMENTS** – The physical requirements described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions of the job.

- Standing and walking for extended periods of time.
- Moderate to extreme exposure to noise during events.
- Daily lifting up to 50 lbs. multiple times a day.

**HOURS OF WORK AND TRAVEL REQUIREMENTS:**

- Travel negligible
- Shifts vary – Required to work any shift needed (as scheduled or determined by management)
- Ability to work irregular hours, including nights, weekends, and holidays.

**COMPUTER SKILLS**

- Some experience with MICROS, QUEST, INFOGENESIS, ALOHA, or other point-of-sale system.

**APPLY ONLINE AT:**

<https://recruiting.adp.com/srccar/public/RTI.home?d=External&c=1152751&d>

No Phone Calls

**Applicants who need a reasonable accommodation to complete the application process may contact (405) 602-8500.**

**SMG is an Equal Opportunity/Affirmative Action employer, and encourages Women, Minorities, Individuals with Disabilities, and protected Veterans to apply. VEVRAA Federal Contractor.**