



HOTEL MANAGERS GROUP

POLICIES & PROCEDURES

ADMINISTRATION DEPARTMENT JOB DESCRIPTION - FOOD SERVER

BASIC FUNCTION

Service of food and/or beverage including the order taking and delivery of any food and/or beverage items. This task is to be handled in a friendly, courteous, helpful, timely and professional manner resulting in a very high level of guest satisfaction.

Reports to: Restaurant Manager.

SPECIFIC DUTIES

Primary Responsibilities

1. Check station before, during and after shift for proper set-up and cleanliness.
2. Greet the guests in a friendly and courteous manner and explain any specials and/or restaurant promotions for guest awareness.
3. Record the details of the order from the guests, repeating the order to the guest to check for accuracy.
4. Input the order into the automated computer to inform the kitchen of the order being placed.
5. When complete, retrieve the order from the kitchen, confirm its accuracy, deliver to guest along with appropriate condiments. Abide by all state, federal and corporate liquor regulations pertaining to serving alcoholic beverages to minors and intoxicated guests.
6. Replenish beverages as necessary and check with guests for overall satisfaction.
7. Market and serve upon request any dessert items or specialty coffees.

Approved

June 27, 2005



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ADMINISTRATION DEPARTMENT JOB DESCRIPTION - FOOD SERVER - continued

8. Present the check to guest promptly.
9. Abide by all Hotel Managers Group, franchise and health department policies and procedures.

Secondary Responsibilities

10. Supplement the bus help in clearing and resetting the tables.
11. Perform all assigned side work including replenishing condiments and restocking side stands.
12. Perform general cleaning tasks using standard cleaning products as assigned to adhere to health standards.
13. Perform any other duties and responsibilities as may be required.
14. Support and abide by the hotel safety program for guests and employees.

Employee Signature

Date

Approved

June 27, 2005