



**TITLE:** SERVER ASSISTANT  
**DEPARTMENT:** FLOOR  
**REPORTING TO:** FLOOR MANAGER  
**POSITION TYPE:** PART TIME/FULL TIME  
**FLSA STATUS:** NONEXEMPT

#### Role Overview:

To make sure that the floor can run efficiently; our server assistants act as a reliable back up to the service staff, keeping items stocked up, clearing and preparing tables and anticipating needs. The server assistant also has the essential and enviable role of collecting darts and refilling guest buckets.

The ultimate goal of all employees is to deliver excellent guest service, creating a unique experience for the guest which makes them want to return; you should be positive, loyal and a proud ambassador of the Flight Club brand.

#### Skills and Experience Required:

- Flight Club Personality: Funny, Playful, Exciting, Genuine
- Great organizational skills
- Energetic – be able to keep good energy levels throughout service
- Able to cope in a pressurized environment
- Positive outlook with good body language
- Professional, presentable appearance
- Current Food Handler's certificate throughout employment

#### Our People:

- Always approach guests with a smile and help to create a great atmosphere.
- Exceed our guests' expectations by delivering service in a professional, knowledgeable and accommodating way.
- Remain calm, patient and polite if receiving guest feedback.
- Are confident, self-motivated and demonstrate a passionate commitment to the business.
- Are friendly, professional, honest, reliable and trustworthy.
- Have good working relationships with everyone they meet at work, behaving in a friendly, courteous and professional way.
- Bring a positive attitude to work, co-operating closely with team members and other departments to ensure that Flight Club is the best it can be.
- Possess a strong desire to continually educate and develop themselves and other staff members.
- Set a great example to new employees.

### **Key Duties and Responsibilities:**

- Report for duty punctually for every shift, in complete, clean uniform and sign in with their line manager.
- To have a good knowledge and understanding of all food and drink menus and an in-depth knowledge of those for your department to ensure the best service for the guest.
- To prepare the bar, restaurant and/or floor for service following the established checklists for your role and as directed by the Duty Manager; make sure that everything is complete before service starts and inform Duty Manager if anything needs attention.
- To communicate with the Duty Manager regarding any problems or issues with equipment, stock or with guests.
- To serve food and drink, consistently achieving the established agreed standards of service.
- To record all sales accurately, including charges for Oches.
- As appropriate to your position, to be responsible for payments received from guests and to account for these as directed at the end of your shift.
- To ensure that a high standard of hygiene and cleanliness is maintained by following cleaning schedules and ongoing diligence during the shift and in set up and clean down.
- To observe the Company's rules and procedures and carry out any reasonable request made by their Manager, Supervisor or the Duty Manager.
- To be aware of your responsibilities in respect of Health and Safety at Work and they follow all procedures in this respect and report to management any hazardous situation or accident.
- To attend training sessions and team meetings as required and to be involved and contribute to these.

### **Must be able to pass exams with a 90% or better in each of the following categories:**

- Wine List
- Beverage and Beer List
- Service
- Menu Knowledge and Specialty Dietary & Allergy Restrictions

### **General Rules**

- Have good working relationships with everyone they meet at work, behaving in a friendly, courteous and professional way.
- Follow the uniform and appearance guidelines as befitting the image of the restaurant for the duration of the shift
- No Smoking
- Report for duty punctually for every shift, in complete, clean uniform and sign in with a manager.
- Follow all rules, policies, procedures and conditions of the employment outlined in the Employee Handbook.
- May not work under the influence of alcohol or any illegal drugs
- May not resort to any violence, discriminatory or harassing behavior
- Must successfully pass a drug and alcohol test within 90 days of hire date
- Must be Serve Safe Certified
- No cell phones while on the clock.

### **Work Environment/Physical Requirements:**

- Available to work various shifts, weekends and holidays.
- Ability to walk and stand during entire shift.
- Ability to continuously reach, bend, lift, carry, and stoop.
- Ability to remain stationary for long periods of time.
- Ability to tolerate high heat.
- Frequent washing of hands
- Ability to lift 50 lbs.
- Hazards may include, but are not limited to, cutting, burning, slipping, tripping

The Company reserves the right in its absolute discretion to add to your duties or amend this job description at any time. In addition to the above duties you will carry out such other duties as the Company reasonably directs from time to time.

**Equal Opportunity Statement:** Decisions and criteria governing the employment relationship with all employees at Flight Club are made in a non-discriminatory manner, without regard to race, color, ancestry, religion, age, national origin, sex, marital status, pregnancy, disability, sexual orientation, gender identity, gender expression, citizenship status, veteran status, FMLA status, protective order status, government assistance status, or any other factor determined to be unlawful by federal, state or local statutes.