



TITLE: Server & Cocktail  
DEPARTMENT: Front of House  
REPORTING TO: General Manager  
POSITION TYPE: Part-Time  
FLSA STATUS: Nonexempt  
VENUE: Chicago HQ

### **Role Overview:**

Our servers are responsible for exceeding guest expectations by providing efficient, friendly, guest service. Our goal is to serve great food with a focus on hospitality that provides a warm and welcoming atmosphere. As a server your function is not only to satisfy your guest's requests, but instead be proactive in anticipating your guest's needs and preferences before they have to ask. Our staff is expected to be proficient in all aspects of food and beverage program which in turn will allow them to make appropriate recommendations and create a unique experience that exceeds each guest's expectations. At all times servers are expected to make our guests feel welcome, important and relaxed. Teamwork (mutual understanding, respect and cooperation), enthusiasm, high energy level and an ability to multi task are necessary for success in this position.

***"Curating moments of unbridled joy!"***

The ultimate goal of all staff is that each and every contact we have with our guests we deliver exceptional service, creating an experience which makes them want to return; you should be positive, loyal and a proud ambassador of the Flight Club brand.

### **Core Non-Negotiable Skills and Experience:**

- ***Flight Club Personality***
  - Funny, Playful, Exciting, Genuine
- Be genuinely committed to ensuring the overall guest experience exceeds every guest's expectations.
- Greet guests with a warm, sincere smile, and anticipate their needs.
- Use tact and good judgement when dealing with difficult guests. Respond to their needs with patience and courtesy.
- Guest service – a natural empathy to offer genuine service.
- Must be confident, self-motivated and demonstrate a passionate commitment to the business.
- Must be friendly, professional, honest, reliable and trustworthy.
- 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.
- Ability to speak and properly articulate the English language.
- Previous experience in a semi-formal restaurant environment.
- Set a great example to new employees.

## **Our People:**

- Always approach customers with a smile and help to create a great atmosphere.
- Exceed our customers' expectations by delivering service in a professional, knowledgeable and accommodating way.
- Remain calm, patient and polite if receiving customer 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 come into contact with 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.
- Set a great example to new employees.
- Possess a strong desire to continually educate and develop themselves and other staff members.

## **Essential Job Functions**

- Accurately record and account for all items ordered and served, including Oches.
- Understand and accurately follow food allergy procedure and special orders/restrictions.
- Secure management approval for any comps, voids, and service charge.
- Become proficient at using all equipment.
- Comply with all safety and sanitation guidelines and procedures.
- Full knowledge of food and beverage offerings.
- To serve food and beverage, consistently achieving the established agreed standards of Flight Club.
- Responsible alcohol service with current certification in Basset.
- Current Illinois ServSafe certification
- Full knowledge of table numbers and position numbers.
- Full knowledge of steps of service as established by Flight Club.
- Maintain a full and properly set station.
- Complete assigned and running side-work.
- To prepare the restaurant for service following the established side-work for your role and as directed by the Manager; make sure that everything is complete before service starts and inform Manager if anything needs attention.
- To communicate with the Duty Manager regarding any problems or issues with equipment, stock or with customers.
- To ensure that a high standard of hygiene and cleanliness which is maintained by following cleaning schedules and ongoing diligence during the shift and in set up and clean down.
- Able to utilize the POS system.
- Accept different types of payment for all guest checks and make change.
- Reconcile all payments with management at the end of shifts.
- Communicate effectively and courteously with co-workers.
- Communicate with guests clearly, patiently, courteously, and with good humor.
- Effectively serve a 3 to 5 table section.
- Promote an atmosphere of teamwork by assisting teammates.

- To be aware of your responsibilities in respect of Health and Safety at Work and 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 the success of these meetings.

**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 come into contact with 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 Basset and Serve Safe Certified
- No cell phones while on the clock.

**Work Environment and Physical Requirements**

- Observe the Company's rules and procedures and carry out any reasonable request made by their Manager.
- Perform calmly and effectively under stressful conditions
- Maintain a manicured appearance and persona that reflects the image of the restaurant
- Read, sign, and be held accountable for the information in the employee handbook and health and safety book
- Meet personal schedule requirements punctually
- Accept constructive criticism
- Stand and walk for entire shift
- Safely transport food from kitchen to guest table through all areas of the restaurant and facility, which may include stairs, uneven and slick surfaces
- Transport food and beverage items to any guest table continually throughout the shift
- Lift and carry food platters up to 10 lbs from the kitchen and bar to the dining room and vice versa, frequently lift and move up to 25 lbs and occasionally lift and or move up to 50 lbs

- Be able to work a variety of hours, days and shifts, including weekends and increased work schedules.
- Work in a confined, crowded space of variable noise and temperature levels
- Have basic mathematical skills
- Have basic reading and writing skills
- Have basic computer skills
- Be multitask oriented
- Continuously reach, bend, lift, carry, stoop and wipe
- Excellent communication skills
- Must wash hands regularly, according to guidelines
- Essential coordinate hand and eye movements
- Be of legal age according to state or city regulations to serve alcohol

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.

**Date: Aug 2019**