



## **ROOM SERVICE SERVER**

### **SUMMARY:**

To assure the standards that have been determined for the department as outlined in the Standard Operating Procedures are utilized throughout the daily routine. Practice active listening and communication in a timely manner to managers and captains, providing prompt and thorough follow-through. To meet and anticipate guests needs. Maintain fiscal responsibility by reducing waste and working safely. Will be proactive in increasing the customer service scores for the department, measured through comment cards.

### **DUTIES AND RESPONSIBILITIES:**

- Must be able to answer calls in a professional and polite manner.
- Take accurate orders and specifications.
- Has full knowledge and understanding of the menus.
- Has a working knowledge of the wine list, and all beverages served: spirits, beers, wines by-the-glass, after dinner drinks, non-alcoholic offerings and coffee & tea options.
- Understands the operation of the POS system.
- Respects co-workers and guests alike.
- Assists co-workers when necessary.
- Maintain a positive attitude.
- Meets guests expectations.
- Support safe work habits and a safe working environment at all times.
- Other duties and jobs may be assigned as needed by supervisor.

### **QUALIFICATIONS:**

- Basic knowledge of food and beverage.
- Ability to multi-task and handle high pressure situations.
- Personable and great people skills.
- Must be able to work independently.
- Must provide valid document(s) to work in the US.
- Must meet legal age requirements for the position.

### **EDUCATION**

- High school diploma or equal to a GED.

### **PHYSICAL DEMANDS:**

The physical demands described here are representative of those that must be met successfully to

perform the essential functions of this job. Reasonable accommodations made to enable individuals with disabilities to perform the essential functions.

- Must be able to lift 25 lbs.
- Must be able to stand and walk for long periods of time.

**LANGUAGE SKILLS:**

- Must speak and communicate in English.
- Must be able to clearly communicate with guests, management and coworkers.

**CERTIFICATES & LICENSES:**

- Food Handler Certificate

**WORK ENVIRONMENT:**

The work environment at Bernardus Lodge ranges from winter time lows of 20 degrees to summer time highs to 100+ degrees.

**GROOMING & UNIFORM:**

Employee must wear uniform at all times during scheduled hours. Uniforms are the property of Bernardus Lodge & Spa. Uniforms that have been tampered or destroyed will be the responsibility of the employee and disciplinary action will apply.

- Hair must be clean and kept at a reasonable length.
- All Food Servers, Culinary and Spa personnel must wear their hair tied back.
- No extreme dyeing or bleaching of hair is permitted.
- Fingernails must be clean and well-trimmed at all times.
- Antiperspirant or deodorant must be worn.
- Any self-inflicted marking (tattoo) on the body cannot be observed by the public.
- Cologne or perfume may be worn at a minimum.
- Nametags must always be worn, unless your department has a specific policy to the contrary.