

## Cocktail Server

### ABOUT THE MARCUS WHITMAN HOTEL:

The Marcus Whitman Hotel & Conference Center is a Walla Walla landmark anchoring historic downtown. The Marcus Whitman Hotel offers beautifully appointed guestrooms, an expansive modern conference center, seven on-site wine tasting rooms, and a nationally recognized award-winning restaurant and casual wine lounge, all set to a sophisticated old-world backdrop. We invite you to consider being a part of our award winning culinary team working in a spacious kitchen with up to date equipment.

### POSITION SUMMARY:

Provide excellent service to all guests while taking and serving beverage orders. Handle all financial transactions accurately. Effectively market the venue during shift. Perform all duties in accordance with Company policies.

### JOB QUALIFICATIONS:

1. Must have approachable, friendly, positive service-oriented attitude able to have courteous contact with guests.
2. One year prior food serving experience preferred
3. Must have Good working knowledge of spirits, wine, and related beverage items
4. Must be available to work a flexible schedule including weekends and holidays
5. Requires strong organizational skills and the ability to multi-task
6. Ability to read, write and speak English
7. Ability to communicate in writing to complete all necessary forms pertaining to the position
8. Ability to communicate with supervisors, co-workers and guests regarding hotel matters
9. Ability to interact with various business representatives and professionals in the community.
10. Ability to work in a fast paced environment, as well as work independently.
11. Must be at least 21 years of age.

### ESSENTIAL JOB FUNCTIONS:

12. Greet guests in a friendly, positive manner and make them feel at home.
13. Exhibit selling techniques cum proper knowledge, and service delivery of both alcoholic and non-alcoholic beverages.
14. Observe guest and respond to guests' dining needs
15. Itemize bills correctly and secure payment as required.
16. Bid guests farewell by using guest's name when known and inviting them to come back.
17. Replace inserts, clean menu covers, and maintain professional appearance of the area.
18. Maintain clean environment.
19. Maintain high level of professionalism that will attract guests to want to return to the property.
20. Respond appropriately to guest needs and do so with a sense of urgency.
21. Clean, buss and reset tables
22. Monitor and replenish all items including replenishing of Beverages.
23. Maintain a neat, organized front-of house environment
24. Performs other job-related responsibilities when assigned.
25. Perform opening/closing tasks and side work as needed
26. All other duties as assigned by management

### PHYSICAL REQUIREMENTS

1. Standing, walking constantly on various surfaces
2. Crouching occasionally
3. Kneeing, crawling occasionally, cleaning or picking up debris
4. Stopping frequently while serving beverages



5. Bending & Twisting constantly maneuvering through crowds and staff
6. Climbing occasionally on stairs or stepladders
7. Reaching overhead, (extension frequently) stocking supplies, carrying trays, serve at arms' length extension
8. Handling, grasping frequently serving food
9. Ability to lift up to 30 lbs

**LICENSES OR CERTIFICATES**

1. Food Handler's Permit | Serve Safe certification preferred.
2. Alcohol Handler's Permit – Class 13

**GROOMING:**

All employees must maintain a neat, clean and well-groomed appearance per hotel guidelines.  
*(specific standards available)*

**ENVIRONMENTAL SETTINGS**

1. Safety requirements, adhere to company property and department safety standards that include MSDS/SDS awareness, equipment and procedures at all times.
2. Exposures to cleaning chemicals that include MSDS/SDS education and awareness for yourself and team members.
3. Operation and maintenance of equipment and the necessary supply of tools for team members success.

**SUPERVISOR:**

The cocktail server position will report to the Restaurant Manager, MOD and Bar Manger

