

## Job Description

Job Title: Dining Room Server  
Department: Food and Beverage  
Reports To: Dining Room Supervisor  
Prepared Date: October 29, 2014  
Revised Date: March 13, 2017  
Employment Status: Full Time Seasonal & Part Time Seasonal  
Pay Grade:

*NOTE: This job description shall not be construed as a contract for employment.  
The Home Ranch is an at-will employer.*

**As a prerequisite to employment, a background check and credit report may be performed.**

### SUMMARY

Maintain a warm and inviting environment for our guests' enjoyment with a high level of guest attention. Having a clear understanding of set-up and service procedures, ability to communicate in a team environment, while maintaining the company's standard for excellence, resulting in the overall success of dining services.

**ESSENTIAL DUTIES AND RESPONSIBILITIES** include the following. Other duties may be assigned.

1. Maintains and enhances a guest focused culture in all areas of responsibility.
2. Participate and understand responsibilities in compliance with ranches policies and procedures.
3. Utilizes effective communication skills with all levels of employees, guests and all other outside contacts.
4. Convey the highest level of customer service, while conducting the service of food
5. Ensure proper setup of tables, linens, chairs, etc
6. Maintain positive and professional attitude.
7. Clean and bus tables as guest complete the meal service
8. Maintain back of the house, front of the house and side work duties for overall productivity of dining services.
9. Ensure the cleanliness and functionality of the lodge ie living room/sunroom/bar/rec room is clean and tidy, assist in shoveling, etc
10. Maintain a clean and functional bar.
11. Knowledge of all food offerings and service procedures.
12. Ensure the organization and cleanliness of the basement supply area.
13. Utilizes effective communication skills with all levels of employees, guests and all other outside contacts.
14. Use proper care in handling and operating equipment.
15. Maintain high standards for quality. Checking the notes for each guests dietary and allergy restrictions.

### RESPONSIBILITIES TO SAFETY:

1. Protect the safety of self, co-workers ranch guests at all times.
2. Report any potentially harmful equipment or situations to the immediate supervisor without delay.
3. Report safety-related accidents and incidents at once to immediate supervisor.
4. Follow all company and department safety policies and procedures.
5. Operate equipment in a safe manner that will not lead to injury of yourself or others.
6. Drive in accordance with the law and resort policies.

## **SUPERVISORY RESPONSIBILITIES**

**QUALIFICATIONS** To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

### **EDUCATION and/or EXPERIENCE**

High school diploma or GED. Prior serving/customer service experience preferred.

### **LANGUAGE SKILLS**

Ability to read and comprehend simple instructions, short correspondence, and memos. Ability to write simple correspondence. Ability to effectively present information in one-on-one and small group situations to customers, clients, and other employees of the organization.

### **MATHEMATICAL SKILLS**

Ability to calculate figures and amounts such as discounts, interest, commissions, proportions, percentages, area, circumference, and volume. Ability to apply concepts of basic algebra and geometry.

### **REASONING ABILITY**

Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

**PHYSICAL DEMANDS** The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to stand, walk, and talk or hear. The employee frequently is required to use hands to finger, handle, or feel; reach with hands and arms; and taste or smell. The employee is occasionally required to sit; climb or balance; and stoop, kneel, crouch, or crawl. The employee must frequently lift and/or move up to 25 pounds.

**WORK ENVIRONMENT** The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly exposed to outside weather conditions. The employee is occasionally exposed to fumes or airborne particles, extreme cold, and extreme heat. The noise level in the work environment is usually loud.

*Note: This job description is not intended to be an exhaustive list of all duties, responsibilities, or qualifications associated with the job.*