



*Carolina Country Club*

## JOB DESCRIPTION

**DEPARTMENT: Food & Beverage – 23**

**FSLA STATUSES: Non-Exempt**

**JOB TITLE: Fine Dining Server – Loggia/Bar**

**SUPERVISES: None**

**REPORTS TO: Club Manager, Assistant Club Manager, Fine Dining & Beverage Captains**

### **Job Summary:**

The Fine Dining Server provides platinum level dining service to members and guests. This position assists with tableware setup, maintenance, cleanliness and safety of Loggia dining areas. The dining room server must be able to: complete opening and closing duties/checklists in a timely fashion; is knowledgeable and follows Club policies and procedures; always maintains order and cleanliness; will assure that member's satisfaction standards are consistently attained; will use club training tools to learn members' by name and greet members using surname; will seek opportunities to create memorable moments and deliver legendary service with gracious hospitality. This individual will embody The Carolina Country Club Platinum Service Absolutes and ensure Platinum Level Service at all times.

### **Job Functions include:**

- Arrives on time for work shift, well-groomed and dressed in the appropriate uniform.
- Reviews and sets up your section assuring all dishes, silverware, glassware and table linens are in appropriate order and clean.
- Possess complete knowledge of the menus prior to approaching the dining floor.
- Graciously receives and greets members by name and guests.
- Is knowledgeable of the ala-carte menu and describes available appetizers, entrees, desserts, alcoholic beverages and wines to members and guests and will use suggestive selling.
- Coordinates food service between kitchen and service staff.
- Maintains all silver service ware items.
- Professionally and quickly handles complaints from club members, guests, and visitor and communicates to Management immediately.
- Understands all safety, accident and emergency policies and procedures and consistently follows.
- Is mindful of dining room area to ensure proper maintenance, cleanliness and safety and reports any areas that need attention to management or to the Facility Director.
- Assures that pre-opening and closing cleaning tasks are completed as assigned.
- May assist as needed to service guest reservation system.
- Assists with service of food and beverages in outlets and for special functions when needed.
- Assists with table clearing and re-setting as needed.
- Suggests to management when additional service supplies and small equipment are needed.
- Is knowledgeable and follows established club rules, regulations and policies.
- Attends pre-service employee briefings (line-up meetings) prior to working the dining room floor.
- Is knowledgeable and follows local and state laws and the club's policies and procedures for the service of alcoholic beverages.



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- Performs other appropriate assignments and projects as required by the captains, maitre d' and or management.
- Works with a good attitude, with respect towards others and creates professional working relationships with co-workers.
- Follows Club safety and security policies and stays alert and promptly reports accidents, injuries, maintenance issues, suspicious activity and unsafe work conditions to management.
- Completes required computer based training courses, North Carolina Alcohol Beverage Control rules and regulations.
- Performs other duties as assigned.

**Working Conditions, Physical Functions and Abilities:**

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

- Must be a minimum of eighteen (18) years of age.
- Capable of lifting up to twenty five (25) pounds or more.
- Capable of standing and maneuvering independently and safely around work area.
- Capable of standing on for a length of eight hours or more.
- Ability to see and hear, or to use prosthetics that will enable these senses to function adequately to assure that position requirements can be fully met.
- Ability to read, write, speak and understand English. Sound mental and physical health: ability to get along well with others, to demonstrate a high level of sensitivity and interest in people.
- Must be able to inspire teamwork among banquet personnel and work well with a diverse group of employees.
- Subject to moderate physical and emotional stress associated with food/beverage service. Must be able to work a flexible schedule including weekends and holidays.

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**I acknowledge receipt of the above job description for the Fine Dining- Loggia Server.**

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**Employee Signature & Date**

**Print Name**