

STEAK HOUSE SERVER (SHS)

JOB DESCRIPTION

Job Summary: The Steakhouse Server is a key player in delivering a memorable dining experience at our esteemed steakhouse. This role emphasizes exceptional guest service, focusing on attentiveness, professionalism, and an in-depth understanding of our culinary offerings. The server collaborates with the entire steakhouse team to ensure smooth operations and upholds the highest standards of food service quality. The successful candidate will demonstrate a commitment to hospitality excellence, guest satisfaction, and adherence to safety and hygiene protocols.

KEY RESPONSIBILITIES

- Embrace the company's hospitality standard, including greeting guests and co-workers, smiling, making eye contact, and using names.
- Greet guests warmly with a smile, eye contact, and a welcoming demeanor, ensuring they feel valued and appreciated.
- Arrive on time for shifts, fully dressed in appropriate uniform and adhering to grooming standards.
- Escort guests to their tables, present menus, and explain daily specials and unique steak cuts.
- Maintain a clean and organized service area, ensuring all necessary utensils, glassware, and linens are available and in pristine condition.
- Assist in setting up and resetting tables in accordance with steakhouse standards, ensuring a polished and inviting dining environment.
- Take accurate guest orders, answer questions about the menu, and offer recommendations, including beverage pairings.
- Deliver food and beverages promptly, ensuring each dish is served at the optimal temperature and meeting any specific dietary requirements.
- Address special guest requests politely and efficiently, ensuring accurate and timely order submissions to the kitchen.
- Promote and upsell additional menu items to enhance the dining experience.
- Monitor guest satisfaction, promptly addressing any issues or concerns with a solution-oriented approach.
- Strictly adhere to health and safety regulations, maintaining the highest standards of cleanliness and hygiene.
- To ensure that the stations are set up in a correct manner with the required mise en place, that all electrical fittings (e.g., coffee machine) are switched on and functioning properly.
- To ensure that your assigned side duty is completed before and after dinner service as specified.
- To handle with extreme care all equipment whilst transporting chinaware/glassware prior, during and after service to minimize breakage and maintain cost control.
- To check with your tables and ensure the food and service is to the satisfaction of the guest, and take necessary action, if needed. To arrange the singing of occasion cakes and ensuring that all cakes are served.
- Communicate effectively with management and colleagues to ensure smooth service operations.
- Provide guidance and support to junior staff and assist in training new team members.
- Participate in continuous learning and professional development opportunities to enhance service skills and product knowledge. Ensure compliance with USPH regulations and completion of assigned side duties for the team.
- Communicate effectively with management and other members of the dining team to ensure smooth and efficient service.

EXPECTATIONS

Deliver consistent, top-tier service that creates remarkable dining experiences for guests.

Work collaboratively with team members and management, fostering a positive and efficient work environment.

Exhibit excellent communication, guest service, and interpersonal skills to build rapport with guests.

Demonstrate the ability to multitask and work effectively in a fast-paced environment, prioritizing tasks as needed.

Possess thorough knowledge of the food and beverage menu, including specialized items and pairing options.

Manage various guest requests with professionalism, tailoring service to meet individual needs.

Maintain a positive attitude and contribute to the overall success of the team.

Show dedication to continuous improvement and staying informed about culinary trends and service standards.

Comply with all safety regulations, hospitality standards, and environmental protocols, ensuring a safe and pleasant dining atmosphere.

REPORTS TO

Steakhouse Manager

Maître D'

Sr Maître D'

Restaurant Operations Manager

Food & Beverage Director

This job description is designed to give you a clear understanding of the Steakhouse Server position, outlining the primary skills, efforts, duties, responsibilities, and also responsibilities within all Food and Beverage areas when required.