

Job Description

Red Robin Position Description

Individual Record Title: Server	Reports To: Assistant Manager
Position/Job ID:	Location ID: Varies by Restaurant
Position/Code: XXX21	Department ID: Varies by Restaurant
Position/Name (Benchmark): Server	FLSA: Non-Exempt
Fusion Grade:	Annual Bonus Target: N/A

I. Position Summary:

The Server is responsible for delivering a fun and satisfying dining experience to Guests and ensuring Guests receive menu suggestions, taking orders and serving food and drinks in a timely accurate manner.

II. Essential Functions:

Performs Guest services by taking orders, serving food and beverages to the Guests promptly and following the standards set by the restaurant.

Practices safe food and beverage handling and cleanliness at all times.

Safely handles food prep equipment such as knives, coffee maker, ice tea machine, etc.

Explains menu items and terms and provides suggestions to guests when asked.

Must pre-bus and bus tables, complete required side-work in a timely manner and perform light restaurant cleaning.

Must be able to communicate and interact with Guests—handle crowds and put Guests at ease.

Must have ability to accurately input orders into computers, handle money, make change, and process credit card transactions.

Able to transport food orders from the kitchen to the appropriate Guest.

Able to adhere to schedule and be on time for shifts.

Operate and participate effectively in a team environment.

Physical Effort

Lifting- up to 10lbs constantly, up to 25lbs frequently, up to 50lbs occasionally.

Lifting from floor to shoulder frequently and overhead occasionally.

Exposed to cleaning chemicals.

Color and depth perception required for vision. Needs both near and far vision.

Reaches constantly.

Grasps objects to move or manipulate them constantly.

Stands and walks constantly.

Listen to and comprehends instructions from Guests and coworkers over background restaurant and equipment noise constantly.

Frequent hand washing required.

III. Other Functions:

Other duties as assigned by supervisor

Must adhere to company uniform and appearance policy

IV. If management or supervisory position, which positions report directly to this one?

None

V. Qualifications:

High School degree or equivalent preferred

Minimum six months serving experience preferred, ideally in a high-volume full service restaurant.

VI. Knowledge, Skills and Abilities:

Has strong knowledge of commonly-used concepts, practices, and procedures in a restaurant.

Strong interpersonal skills.

Job Description

Team player

VII. Working Conditions:

Equipment

Computer, calculator, desk supplies, cash drawer, coffee machine, bottle opener, glass racks, dish machine, telephone, food product.

Work Environment

Typical restaurant environment, heat and a/c, cold in freezer and walk in refrigerator

Reviewed/Approved by: _____ **Title:** _____

Date: _____

Disclaimer: *The above statements are intended to describe the general nature and level of work being performed by the individuals assigned to this position. They are not intended to be an exhaustive list of all responsibilities, duties and skills required of individuals in this position. This position description is subject to change by the Company as the needs and requirements of the position change.*