

Bistro Server-Refreshing Business

Job Family: Food and Beverage Services

POSITION SUMMARY

Complete opening and closing duties including setting up necessary supplies and tools, cleaning all equipment and areas, locking equipment doors, etc. Set up, stock, and maintain work areas. Take orders from customers, input orders into micros, and obtain payment and provide change. Communicate additional meal requirements, allergies, dietary needs, and special requests to the kitchen. Prepare food, coffee and other beverages, including alcohol. Prepare ingredients for cooking, including portioning, chopping, and storing food. Prepare and cook food according to recipes, quality standards, presentation standards, and food preparation checklist. Process all orders and collect payment from customers. Provide assistance in Food and Beverage areas including bussing, cleaning and resetting tables, delivering food to guests, general cleaning of food and beverage prep areas and other areas within the lobby area. Count bank at end of shift, complete designated cashier reports, resolve any discrepancies, drop off receipts, and secure bank.

Follow all company and safety and security policies and procedures; report accidents, injuries, and unsafe work conditions to manager; and complete safety training and certifications. Ensure uniform and personal appearance is clean and professional, maintain confidentiality of proprietary information, and protect company assets. Welcome and acknowledge all guests according to company standards, anticipate and address guests' service needs, assist individuals with disabilities, and thank guests with genuine appreciation. Speak with others using clear and professional language. Develop and maintain positive working relationships with others, and support team to reach common goals. Ensure adherence to quality expectations and standards. Move, lift, carry, push, pull, and place objects weighing less than 10 pounds without assistance. Stand, sit, or walk for an extended time period. Perform other reasonable job duties as requested.

CRITICAL TASKS

General Food and Beverage Services

- Maintain cleanliness of work areas (including all areas of the lobby) throughout the day, practicing clean-as-you-go procedures.
- Follow property key policies, including checking out and returning keys to appropriate departments.
- Ensure that coffee makers, bread drawers, toasters, and/or steam tables are turned on/off at the appropriate times.
- Notify management of maintenance repairs issues.

Opening

- Complete opening duties including setting up necessary supplies and tools, including bank, and ensuring work area is clean and everything is in working order.
- Review department communication log from previous shift.

Closing

- Complete closing duties, including storing all reusable goods, breaking down goods, cleaning all equipment and areas, returning equipment to proper locations, locking refrigerators, restocking items, locking doors, and completing daily cleaning checklist.
- Setup work areas (including lobby) and stock inventory in preparation for next shift.

Food and Beverage Service

- Input orders into cash register system and collect payment from customer.
- Take guest orders, prepare food and beverage items, distribute pre-packaged and prepared food items, and deliver orders to tables as needed.
- Communicate additional meal requirements, allergies, dietary needs, and special requests to the kitchen.
- Brew coffees, following standards to ensure freshness.
- Bus and wipe down coffee cart areas and tables as customers leave seating area.
- Wash restaurant dishes and serving utensils as needed.
- Prepare and replenish inventory displays to ensure consistency and freshness in presentation from opening to closing.

Food Preparation

- Prepare ingredients for cooking, including portioning, chopping, and storing food before use.

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- Prepare and cook food according to recipes, quality standards, presentation standards, and food preparation checklist, establishing priority items.
- Wash and peel (if required) fresh fruits and vegetables to prepare them for cooking or consumption.
- Test foods to determine if they have been cooked sufficiently, using methods such as tasting, smelling, or piercing them with utensils.
- Weigh, measure, and mix ingredients according to recipes or personal judgment, using various kitchen utensils and equipment.
- Monitor food quality while preparing food and throughout the day utilizing the HACCP forms and production charts.
- Prepare cold foods, including preparing salads, cold sandwiches, condiments, and dressings.

Bartending

- Set up bar area for service (e.g. set out glassware, stock speed rails and coolers with beverages, clean bar area)
- Follow all state and local laws for serving alcohol responsibly (e.g., last call times).
- Prepare drink orders for guests according to specified recipes using measuring systems.
- Complete all closing duties (e.g. remove beverages and store in properly secured location, fill ice bins, garnish trays, and beverage cooler for next shift)
- Ensure cleanliness of bar and beverage cooler areas by properly sanitizing area and keeping free from debris
- Follow appropriate procedures for serving alcohol (e.g., TIPs (Training for Intervention Procedures), CARE (Control Alcohol Risks Effectively)).

Meeting Room Areas

- Ensure meeting rooms are set up based on banquet event order.
- Prepare and deliver food items for meeting rooms based on banquet event order.
- Ensure meeting rooms are cleaned prior to guests arriving.

Cash/Bank Handling

- Obtain assigned bank and ensure accuracy of contracted monies, obtaining change required for expected business level, and keeping bank secure at all times.
- Transport bank to/from assigned workstation, following security procedures.
- Process all payment methods in accordance with Accounting procedures and policies.
- Follow property control audit standards and cash handling procedures (e.g., blind drops).
- Count bank at end of shift, complete designated cashier reports, resolve any discrepancies, drop off receipts, and secure bank.
- Record transaction in MICROS system at time of order.
- Set up and organize cashier workstation with designated supplies, forms, and resource materials; and maintain cleanliness of workstation at all times.

Guest Relations

- Welcome and acknowledge each and every guest with a smile, eye contact, and a friendly verbal greeting, using the guest's name when possible.
- Address guests' service needs in a professional, positive, and timely manner.
- Thank guests with genuine appreciation and provide a fond farewell.
- Provide assistance to individuals with disabilities, including assisting visually, hearing, or physically-impaired individuals within guidelines (e.g., escorting them when requested, using words to explain actions, writing directions on paper, moving objects out of the way, or offering access to Braille or TDD phones).
- Actively listen and respond positively to guest questions, concerns, and requests using brand or property specific process (e.g., LEARN, PLEASED, Guest Response, LEAP) to resolve issues, delight, and build trust.
- Anticipate guests' service needs, including asking questions of guests to better understand their needs and watching/listening to guest preferences and acting on them whenever possible.
- Engage guests in conversation regarding their stay, property services, and area attractions/offers.
- Assist other employees to ensure proper coverage and prompt guest service.

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- Manage access to technological devices within public spaces (e.g., television, remote control, computer, Internet, games, etc.) and provide basic troubleshooting assistance or refer to appropriate individual or department (e.g., Engineering, Security/Loss Prevention) as necessary.

Communication

- Speak to guests and co-workers using clear, appropriate and professional language.
- Talk with and listen to other employees to effectively exchange information.

Working with Others

- Support all co-workers and treat them with dignity and respect.
- Handle sensitive issues with employees and/or guests with tact, respect, diplomacy, and confidentiality.
- Partner with and assist others to promote an environment of teamwork and achieve common goals.

Quality Assurance/Quality Improvement

- Comply with quality assurance expectations and standards.

Physical Tasks

- Enter and locate work-related information using computers and/or point of sale systems.
- Stand, sit, or walk for an extended period of time or for an entire work shift.
- Move, lift, carry, push, pull, and place objects weighing less than 10 pounds without assistance.

Safety and Security

- Report work related accidents, or other injuries immediately upon occurrence to manager/supervisor.
- Follow company and department safety and security policies and procedures to ensure a clean, safe, and secure environment.
- Follow policies and procedures for the safe operation and storage of tools, equipment, and machines.
- Identify and correct unsafe work procedures or conditions and/or report them to management and security/safety personnel.
- Use proper equipment, wear appropriate personal protective clothing (PPE), and employ correct lifting procedures, as necessary, to avoid injury.
- Complete appropriate safety training and certifications to perform work tasks.

Policies and Procedures

- Follow company and department policies and procedures.
- Protect company tools, equipment, machines, or other assets in accordance with company policies and procedures.
- Protect the privacy and security of guests and coworkers.
- Ensure uniform, nametags, and personal appearance are clean, hygienic, professional and in compliance with company policies and procedures.
- Maintain confidentiality of proprietary materials and information.
- Perform other reasonable job duties as requested.

CRITICAL COMPETENCIES

Interpersonal Skills <ul style="list-style-type: none"> ▪ Customer Service Orientation ▪ Team Work ▪ Diversity Relations ▪ Interpersonal Skills 	Personal Attributes <ul style="list-style-type: none"> ▪ Safety Orientation ▪ Dependability ▪ Presentation ▪ Integrity ▪ Positive Demeanor ▪ Information Retention 	Communications <ul style="list-style-type: none"> ▪ English Language Proficiency ▪ Communication ▪ Listening
Analytical Skills <ul style="list-style-type: none"> ▪ Computer Skills 	Organization <ul style="list-style-type: none"> ▪ Multi-Tasking 	Bar <ul style="list-style-type: none"> ▪ Liquor Regulations ▪ Beverage Knowledge ▪ Drink Preparation

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Basic Cookery <ul style="list-style-type: none">▪ Recipe	Stock and Inventory <ul style="list-style-type: none">▪ Food Storage and Rotation	
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PREFERRED QUALIFICATIONS

Education	High school diploma/G.E.D. equivalent
Related Work Experience	No related work experience is required; previous experience in a food and beverage environment preferred
Supervisory Experience	No supervisory experience is required