



DINING & EVENT SERVER

Job Summary

Green Bay Country Club is hiring for a Server to provide excellent customer service and an enjoyable dining experience for our members. In this job, you primarily take dining orders and execute the delivery of their food and drinks. You will work closely with other front of house staff and the kitchen to ensure that each course is prepared properly and delivered in a timely fashion. You are also responsible for clearing the table when customers are finished and process their payment. Our ideal applicant has some restaurant experience or has been a host/hostess, food server, or barista, but we are willing to train the right person. Servers will also be asked to assist with big and small club events that take place on property.

Summary of Essential Job Functions

- Effectively service all indoor and outdoor dining spaces
- Maintains inventory control through conscientious use and careful monitoring of all food and beverage products and communicates with management in a timely manner when supplies are needed
- Accurately balance your end of shift reports, tip outs, cash drops, and accommodating receipts in compliance with the Club's policies and procedures
- Accountable for accurate member account and cash transactions, event billing, and utilizing the Club's Point of Sale system and credit card authorization systems
- Safely and effectively use and operate all necessary tools and equipment, including knives and bar equipment
- Ability to work cohesively with fellow staff, embrace a team player attitude, and understand your role within the team and work to achieve your duties to the best of your ability together
- Able to adapt and accept feedback provided by management, while respecting the boundaries of your position, to grow within your role at the Club
- Understanding and providing quality food and beverage service in accordance to Green Bay Country Club's standard steps of service
- Uphold sanitation, organization, and food safety principles to follow the cleaning procedures set by the Club
- Demonstration of proper wine and bar service, including wine and bourbon book menu knowledge
- Expected to learn and familiarize with all menus and updates in all dining spaces
- Services all private and club events, as assigned, including setup, execution, and takedown
- Responsible for checking all reservations including dining, simulator, and special events
- Ensure the overall member experience exceeds expectations and anticipate members' needs
- Execute all to-go and mobile orders flawlessly, according to proper procedures set in place
- Safely and effectively transport food or beverages from all areas in the front and back of house
- Performs opening and closing duties provided by management

- Maintaining complete working knowledge of restaurant layout, proper serving etiquette and guest relation expectations, guest check procedures, correct maintenance and use of all equipment, department and club offerings, all company policies and procedures, and safety practices
- A friendly, demeanor when greeting members, or guests, and recognizing them by name
- Ability to multi-task calmly and effectively in a busy, fast-paced environment
- Must attend all pre-shift meetings prior to your shift starting
- Ability to effectively communicate to perform and follow job requirements in written and spoken direction
- Assists with Busser & Food Runner duties as directed
- Responsible to report to work in your proper uniform in a timely manner
- Communicates guest requests and concerns to the Department Manager
- Handle various impromptu requests from customers
- Ensuring appearance of food and beverages being served is consistent and are within industry standards
- Ability to safely tolerate hands being exposed to liquids frequently, including water, cleaning solutions, alcohol, various juices, and other liquids
- Ensure guests have all the appropriate tableware prior to being seated and while dining needed to properly enjoy their food

Qualifications & Training

- Service Bootcamp
- ServeSafe Certification
- Completion of GBCC's Training Levels

Education and/or Experience

- Minimum of 1 year serving experience
- Previous customer service experience preferred

Physical Demands and Work Environment

- Able to move and lift up to 10 pounds, frequently move and/or lift up to 25 pounds, and occasionally move and/or lift up to 50 pounds
- Work in a confined, crowded space of variable noise and temperature levels
- Ability to stand and walk for an entire shift and move safely through all areas of the restaurant, which may include stairs, uneven or slick surfaces

Job Types: Part-time, Full-time

Salary: \$7.50 per hour

Expected hours: 15-30

Benefits:

- Dental insurance
- Employee discount
- Flexible schedule
- Health insurance
- Vision insurance

Restaurant type:

- Bar
- Casual dining restaurant
- Fine Dining Restaurant

Shift:

- 10 hour shift
- 8 hour shift
- Day shift
- Evening shift
- Night shift

Weekly day range:

- Monday to Friday
- Weekends as needed

Experience:

- Bartending: 1 year (Preferred)
- Customer Service: 1 year (Preferred)