



## **SERVER ASSISTANT/HOSTESS/FOOD RUNNER**

### **Job Summary**

Green Bay Country Club is hiring for a Server Assistant/Host/Food Runner to provide excellent customer service and an enjoyable dining experience for our members. In this job, you are primarily responsible for supporting the front of house service staff and the kitchen to ensure that each course is prepared properly and delivered in a timely fashion. You are also responsible for setting and clearing the tables for dining service and reservations. You may also be asked to assist with big and small club events that take place on property, including event setup and execution. Those looking for a position on the floor more will also get the opportunity to be a host/hostess for dinner service.

### **Summary of Essential Job Functions**

- Duties include communicating with all front and back of house staff to determine their needs, carrying food items from the expediting counter to the right table, and helping with cleanup duties after the conclusion of service
- When scheduled to host, you will answer the phone, take dining reservations, and answer applicable questions as calls come through to the food and beverage department
- You will help assign reservations to corresponding tables in each dining space, seat them to their table upon arrival, fill their waters, deliver menus, and assist with clearing and flipping tables
- 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**

- 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: \$8.50 per hour

Expected hours: 15-30

Benefits:

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

Restaurant type:

- Bar
- Casual 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)~~