



Job title	<i>Server</i>
Reports to	<i>Restaurant Manager (or Manager on Duty)</i>

Summary/Objective

Sell and serve food and drinks in a professional manner.

Essential Functions

Reasonable accommodations may be made to individuals with disabilities to perform the essential functions.

- Must be able to obtain TIPS Certification.
- Must be able to multi-task and handle multiple tables at any given time.
- Have complete knowledge of Knoxville's Table's food and beverage preparation.
- Ability to sell alcohol and food items.
- Ability to use a computer to ring orders on a check.
- Able to interact with guests in a friendly/time efficient manner.
- Able to accept different types of payments and make change.
- Maintain specific side-work and ensure the total cleanliness and smooth operation of the restaurant, both during and at end of shift.
- Ability to clear and set tables
- Check identification of guests to ensure guests are of legal age to consume alcohol.
- Refuse to serve alcohol in a polite manner to those that are not of legal age or don't produce adequate identification.
- When serving alcohol always observe guest's behavior and follow TIPS guidelines. Do not hesitate to ask a manager to intervene.
- All guests must be treated in a manner to ensure their complete satisfaction. Always strive to exceed guests' expectations.
- Report to work in a neat and clean uniform. Well-groomed hair and personal hygiene are essential.

Competencies

- Customer Focus.
- Communication Proficiency.
- Ethical Conduct
- Organizational Skills.
- Stress Management/Composure.
- Multi-task oriented.

Supervisor Responsibility

This position has no supervisory responsibility.

Work Environment

This position operates in a Restaurant/Bar setting. The noise level in the work environment can be loud. The employee may be exposed to hazards including, but not limited to, cuts, slipping, tripping, falls and burns. Frequent hand washing is required.

Physical Demands

- Walk and stand during entire shift.
- Continuously reach, bend, lift, carry, stoop and wipe.
- Remain stationary for long periods of time.
- Frequently wash hands
- Be able to lift up to 35 lbs.
- Be able to manipulate fingers, hands and arms to cut, measure, pour, serve, carry and wipe.
- Be able to hear and talk.
- Good close and distant vision and ability to adjust focus between the two.

Position Type/Work Schedule Expectation

This is a variable hour/schedule position, to include days, evenings, weekends and holidays.

EEO/AAP Policy Statement

Tidewater Inn provides **equal employment opportunity** to all individuals regardless of their race, color, creed, religion, gender, age, sexual orientation, national origin, disability, veteran status, or any other characteristic protected by state, federal, or local law.

Other Duties

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.

Signatures

This job description has been approved by all levels of management.

Manager _____

HR _____

Employee signature below constitutes employee’s understanding of the requirements, essential functions and duties of the position.

Employee _____ Date _____