



Job Description



The Pancake Pantry

JOB TITLE: Server
DEPARTMENT: Front House
REPORTS TO: Front House Manager
GRADE:
FLSA STATUS: Non-exempt
DATE PREPARED: January 20, 2014
DATE REVISED:

The Server supports The Pancake Pantry's goals, values and philosophy by exhibiting the following behaviors: excellence, quality service, commitment and accountability. As a member of The Pancake Pantry team, performance includes demonstration of the following accountabilities: communication, teamwork and job knowledge.

POSITION SUMMARY

The Server is responsible for providing a great experience for the customer by taking the customer's order and assisting with their needs. The Server is the salesperson for the Company.

PRIMARY DUTIES AND RESPONSIBILITIES include the following:

1. Takes customer's order effectively, accurately and with a positive attitude.
2. Checks quality of food and product before delivering to customers.
3. Delivers order to the customer.
4. Works as a team player with other employees.
5. Performs running side work throughout the workday.
6. Opens and closes the restaurant as scheduled and needed.
7. Complies with all health code policies and regulations.
8. Maintains confidentiality of company, client and vendor information.
9. Reacts productively to change.
10. Performs other duties as assigned.

SUPERVISORY RESPONSIBILITIES

None

QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skills and/or abilities required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

EDUCATION AND/OR EXPERIENCE

High school diploma or GED is preferred; a minimum of six months of server experience is preferred; and/or equivalent education or experience in job related activities.

OTHER SKILLS

Ability to lift and carry plates of food; ability to speak, hear, see, walk, stand, reach and handle; ability to speak, read and write in English; good problem solving, interpersonal and organizational skills; good written and oral communication skills; good dexterity; excellent customer service skills; people person with positive, helpful attitude; team player; good attention to detail; ability to communicate effectively with a diverse range of individuals; ability to work effectively with others and to handle multiple tasks simultaneously; ability to concentrate, think and learn.

WORK ENVIRONMENT

Position is in a restaurant/kitchen setting that involves everyday risks or discomforts requiring normal safety precautions. Environment is fast paced and loud. Position is subject to standing throughout the workday.

APPROVAL

Name/Title

Date

EMPLOYEE SIGNATURE

Name/Title

Date

The above statements are intended to describe the general nature and level of work being performed by individuals assigned to this position. They are not intended to be an exhaustive list of all duties, responsibilities, and skills required of personnel so classified.