

SERVER

Responsibilities:

- Responsible for the setup, operation, and break down of events.
- Execute the scheduled event timeline with rest of team.
- Professionally, and with sincere hospitality, acknowledge guests. Observe client and guest service signals and respond with appropriate service style to such observations.
- Serve food as requested.
- Work as a team member with the other service staff to well represent event.
- Maintain upkeep and cleanliness of venue throughout event; offering seamless service that is attentive and discreet. This includes all event spaces including all storage areas.
- Perform additional duties and responsibilities as needed or requested.

Essential Functions:

The employee must be able to perform the essential functions of the position. In addition to the abilities listed below, the employee must be able to appear to work on time, to cope with job stress, to follow directions from the lead or coordinator, to interact well with team members, clients and guests, to understand and follow posted work rules and procedures and to accept constructive criticism.

- Passion for customer service and support.
- Punctual, professional & well spoken.
- Transparent & honest.
- Ability to maintain a friendly and welcoming demeanor.
- Ensure adherence to outlined dress code.
- Ability to read an event timeline and foresee necessary tasks that need to be accomplished.
- Ability to effectively communicate in English.
- Ability to read non-verbal cues regarding client and guest response to service and/or product.
- Maintain poise under pressure and creatively solve unforeseen problems on the spot.

Experience:

Prior experience in serving/event coordination preferred but not required. Excellent customer service/people skills. Ability to diplomatically deal with difficult situations and people, while exhibiting a consistent level of professionalism. Ability to read, write, and verbally communicate effectively and professionally with other business departments, guests, and vendors.

Must possess a Washington State food handler's permit. This position requires the ability to work late nights and weekends.

Job Requirements:

Required to stand and walk continuously on all types of floor including concrete, wood, carpet, earth. Ability to stand for up to 8 hours in one place. Standard shift will be up to 10 hours.

Required to use hands to handle, finger, or feel objects. Must be able to grasp applying pressure.

Must be able to perform a variety of body movements including stooping, bending, and twisting throughout the shift. Ability to reach above head on a regular basis.

Ability to use upper extremities to move objects up to 100 pounds horizontally from one place to another.

Must regularly lift up to 40 pounds; move up to 100 pounds across a floor with help; and occasionally lift up to 25 pounds overhead. Must be able to regularly pull up to 25 pounds from dead lift to swing into receptacle bin,

Required to effectively communicate in large crowds; often up to 350 people in one room. Must be able to hear and listen effectively. Must be able to make quick decisions in stressful situations and able to professionally confront intoxicated guests.

Must be able to withstand frequent exposure/contact with a wide range of temperatures, noise, and heated dishes.

Ability to safely and correctly operate equipment necessary for job function.

PHYSICAL DEMANDS:

R: Rare (< 15% of work period)	C: Constant (71 – 100% of work period)
O: Occasional (16 – 40% of work period)	N/A: Not Applicable
F: Frequent (41 – 70% of work period)	

Strength: ___ Sedentary ___ Light XX Medium XX Heavy ___ Very Heavy

Function Performed	Frequency	Comments
Lifting (# of pounds)	F to C F O to F	Floor to Waist: Up to 40 pounds Waist to Shoulder: Up to 40 pounds Shoulder to Overhead: Up to 25 pounds
Carrying (# of pounds)	F to C F O	Floor to Waist: Up to 40 pounds Waist to Shoulder: Up to 40 pounds Shoulder to Overhead: Up to 25 pounds
Pushing/Pulling (# of pounds)	O to F	Up to 100 pounds across floor
Standing	C C	Standing in one place up to 8 hours; Standing up to 10 hours on various flooring (concrete, wood, carpet, earth)
Walking	F to C	Walking on various flooring (concrete, wood, carpet, earth); uneven surfaces
Sitting	R to O	
Climbing Stairs	O to F	Dependent on venue
Bending/Stooping at Waist	F to C	
Twisting at Waist	F to C	
Squatting/Crouching/Kneeling	F	
Crawling	R	
Reaching: below knees	F to C	
Reaching: knees to shoulder	F to C	
Reaching: above shoulder	O	
Balancing	F	Carrying serving trays; multiple drink orders
Repetitive Hand/Arm Motion	F to C	
Grasping/Handling	F to C	Applying pressure with fingers and palms
Fine Finger Manipulation	F to C	
Talking	F to C	
Hearing	C	
Seeing	C	
Reasoning	F to C	Ability to make quick decisions in stressful situations

ENVIRONMENTAL CONDITIONS:

Inside/Outside	Dependent on venue; possible 100% inside or 100% outside or combination of inside/outside activity
Extremes to Hot/Cold	Dependent on venue, facility temperature, and/or weather conditions
Wet/Humid	Dependent on if outside event and weather conditions
Noise Level Comparison	Dependent on size of venue, event activities, and number of attendees
Ventilation	Good ventilation
Lighting	Various lighting both indoor and outdoor
Hazards (burns, falls, cuts, etc.)	General hazards associated with event support (i.e. catering, bartending)

Disclaimer:

Note this job description is not intended to be all inclusive. Employee may perform other related duties as negotiated to meet the ongoing needs of the company.

Employee Signature: _____ Date: _____

Approved By: _____ Date: _____