



# Restaurant Server

## Job Description

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### JOB DESCRIPTION

The View rooftop restaurant and bar at 16 Bay View Hotel is the crown Jewel of Camden. This iconic and unforgettable venue offers amazing food and drink combined with the most remarkable views of Camden Harbor, Penobscot Bay and beyond. The menu showcases entrees, appetizers and desserts as well as an exclusive list of small batch and artisanal spirits, craft beers and wines, both local and worldwide.

Servers ensure that guests have an enjoyable drinking/dining experience by providing quality customer service, including accurately taking orders, understanding menu items and food preparation techniques, serving/clearing food and drinks, and accurately processing and collecting payment. Work closely with Restaurant Management, Kitchen Staff and Food & Beverage personnel to help guarantee our guests a dining experience which exceeds their expectations.

### RESPONSIBILITIES

*Reporting to the General Manager, responsibilities and essential job functions include, but are not limited to:*

- Provide excellent customer services
- Greet customers and present menus
- Make suggestions based on their preferences
- Take and serve food/drinks orders
- Up-sell when appropriate
- Arrange table settings
- Keep tables clean and tidy at all times
- Deliver checks and collect payments
- Cooperate and communicate with all serving and kitchen staff
- Adhere to all relevant health department rules/regulations and all customer service guidelines
- Interacts with the bar's guests, fellow team members and managers in a positive, confident, outgoing and courteous manner to ensure all staff and guests have an exemplary experience;
- Possess a strong knowledge of premium liquor, wine, and beer offered;
- Has full knowledge of all menu items;
- Uses roomMaster's IQPOS by InnQuest to enter orders and process transactions;
- Serves beverage and food to guests using 16 Bay View's standards for hospitality service;
- Observes and monitors guests at the bar and other common areas in the hotel and responds to any and all needs the guest may have;
- Adheres to all responsible alcohol consumption requirements as dictated by the State of Maine. Has TIPS training certification, and if not is willing to get certification;
- Performs end of the night procedures and closing duties;

### REQUIREMENTS

The individual must possess the following knowledge, skills and abilities and be able to explain and demonstrate that he or she can perform the essential functions of the job, with or without reasonable accommodation, using some other combination of knowledge, skills, and abilities:

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- Must be able to speak, read, write and understand the primary language(s) used in the workplace;
- Must be able to read and write to facilitate the communication process;
- Requires good communication skills, both verbal and written;
- Must possess basic computational ability;
- Most work tasks are performed indoors. Temperature is moderate and controlled by hotel environmental systems;
- Must be able to stand and exert well-paced mobility for up to 8 hours in length;
- Must be able to lift up to 50 lbs. on an occasional basis;
- Must be able to push and pull carts and equipment weighing up to 250 lbs. on an occasional basis;
- Must be able to bend, stoop, kneel, squat and stretch to fulfill cleaning and stocking tasks;
- Must be able to exert well-paced ability to reach different floors of the hotel on a timely basis;
- Requires grasping, writing, typing, standing, sitting, walking, repetitive motions, bending, climbing, listening and hearing ability and visual acuity;
- Talking and hearing occur continuously in the process of communicating with guests, supervisors and other employees;
- Vision occurs continuously with the most common visual functions being those of near vision and depth perception;
- Requires manual dexterity to use and operate all necessary equipment;

### QUALIFICATION STANDARDS

- High school Diploma;
- Minimum 1-year experience working within the hospitality industry preferred;
- TIPS and Serv-Safe Certifications preferred but not required;
- Excellent knowledge of all beverage products and Brands;
- Previous point of sale system experience an asset;
- Excellent communication and organizational skills;
- Ability to work well under pressure in a fast paced environment;
- Ability to work cohesively with fellow colleagues as part of a team;
- Ability to focus attention on guest needs, remaining calm and courteous at all times.

**Lord Camden Inn, Grand Harbor Inn & 16 Bay View are an Equal Opportunity Employer (EOE).**