

# ShieldHOTELS

**Position Title:** Bistro Server

**Reports To:** Director of Food and Beverage

**Date Written/ Revised:** 3/21/2025

## **Position Purpose:**

Service of food and/or beverage to include the order-taking and delivery of any food and/or beverage items. This task is to be handled in a friendly, courteous, helpful, timely and professional manner resulting in a very high level of guest satisfaction.

## **Examples of Duties:**

Check station before, during and after shift for proper set-up and cleanliness.

- Greet the guests in a friendly and courteous manner and explain any specials and/or restaurant promotions for guest awareness.
- Record the details of the order from the guests, repeating the order to the guest to check for accuracy.
- Input the order into the Point of Sale computer to inform the kitchen of the particulars in the order being placed.
- When complete, retrieve order up to 30 (??) lbs. from kitchen, confirm its accuracy, lift and deliver to guest along with appropriate condiments. Abide by all State, Federal and Corporate liquor regulations pertaining to serving alcoholic beverages to minors and intoxicated guests.
- Replenish beverages as necessary and check with guests for overall satisfaction.
- Market and serve upon request any dessert items or specialty coffees.
- Present the check to guest promptly.
- Supplement the bus-help in clearing and resetting the tables.

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- Perform all assigned side-work to include replenishing condiments and restocking side-stands.
- Perform any general cleaning tasks using standard hotel cleaning products as assigned to adhere to health standards.

## **Other:**

- Regular attendance in conformance with the standards, that may be established by Shield Hotels from time to time is essential to the successful performance of this position. Employees with irregular attendance will be subject to disciplinary action, up to and including termination of employment.
- Due to the cyclical nature of the Hospitality industry, employees may be required to work varying schedules to reflect the business needs of the hotel.
- Upon employment, all employees are required to fully comply with Shield Hotels rules and regulations for the safe and efficient operation of Hotel Facilities. Employees who violate Hotel Rules and Regulations may be subject to disciplinary actions, up to and including termination of employment.

## **Specific Job Knowledge, Skills, and Abilities:**

- Must have basic knowledge of food and beverage preparation, service standards, guest relations and etiquette.
- Knowledge of the appropriate table settings, service ware and menu items.
- Ability to read, write and speak the English language sufficient to understand menus, special promotions, record orders, communicate with guests to explain and record orders.
- Ability to remember, recite and promote the variety of menu items.

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- Ability to transport large trays weighing up to 30 (??) lbs. through a crowded room on a continuous basis throughout shift.
- Ability to operate beverage and toast equipment.
- Ability to operate a keyboard and learn Point of Sale procedures to pre-check order and close out the check.

## **Grooming Standards:**

All employees must maintain a neat, clean and well-groomed appearance in line with handbook standards, as well as food and beverage health and safety standards.