

Job Title: Head Server  
Department: Restaurant-FoH

Status: Seasonal or Regular, F/T or P/T  
Reports to: F&B Director

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### **POSITION SUMMARY:**

A Head Server will be able to build positive relationships with members and guests through effective listening and verbal skills and creatively find ways to problem solve. Use experience, flexibility, high energy, and positivity to effectively work as a team member to meet and exceed goals and customer expectations. Be able to maintain a safe and positive atmosphere that welcomes and respects all individuals that enter our dynamic restaurant.

The Head Server is responsible for assisting the Food & Beverage Director (F&B Director) and the Recreation & Operations Manager (R&OM) in the following ways: manage day to day shifts, fill in to provide support for the staff as needed in the FoH area, provide assistance on inventory monitoring, update POS buttons, perform facility and shift opening and closing duties, and help monitor and control product quality. This position maintains knowledge of and monitors compliance with all standards and, through leadership and example, encourages the highest level of member service. This positions also performs all other responsibilities as directed by the business or as assigned by the F&B, R&OM, or other Department Head(s).

### **ESSENTIAL FUNCTIONS:**

- Greet customers, take food/drink orders, and deliver food promptly when ready.
- Be able to communicate clearly product offerings, meal suggestions, and drink pairings and to properly answer food preparation questions. While providing information about menus, look for the opportunity to “upsell” products.
- Perform equipment checks, ensure appropriate equipment is available as needed, check to ensure staff work areas are properly stocked, and inspect work stations and equipment to ensure that staff is keeping it clean and sanitized to standards .
- Ensure proper food handling procedures are followed when transporting, boxing, or making any kind of food or beverage products and ensure proper dating is done on all products in your area of responsibility.
- Step up and fill in as needed by the staff in any FoH role in order to ensure the success of each staff member’s interaction with customers and the restaurant’s overall success.
- Know, understand, and consistently apply safety rules, operation policies and standards, and shift working guidelines to customers (as applicable) and all F&B staff members.
- Know and review all emergency procedures and respond to emergency situations in accordance with policies and procedures; complete related reports as required.

- Maintain accurate records as required by the F&B Director, R&OM, and state health department code.
- Oversee operations including supervision of all FoH staff on shift to ensure the highest level of member service in accordance with policies and procedures.
- Attend all staff meetings and in-service trainings.
- Perform other duties as assigned or any reasonable job requests.

#### **QUALIFICATIONS:**

- Certifications: ServSafe (preferred but not required upon hiring; must be obtained in the first 6 months of employment)
- Work Experience(s): General Management Experience, Bartending, General Serving, Fine Dining Serving, Banquet Serving, and/or Customer Service (preferred but not required).
- Availability: Flexible and able to work nights, weekends and holidays.
- Demonstrate the ability to interact with members, guests, and coworkers in a friendly, enthusiastic, and outgoing manner.
- Ability to speak, read, and comprehend instructions, short correspondence, and policy documents, as well as to converse comfortably with customers.
- Ability to bend, twist, and stand to perform normal job functions.
- Ability to bend, twist, stand, and push/lift 40 lbs. to perform normal job functions.
- Ability to understand and do general math.

#### **WORK ENVIRONMENT & PHYSICAL DEMANDS:**

- The physical demands described here are representative of those that must be met by the employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.
- Remain alert with no lapses of consciousness.
- See, observe, and serve all sections of an assigned zone or area of responsibility.
- Must be able to lift/push/carry up to 40 lbs. to perform normal job.
- Must be able to stand for long periods of time.

#### OFFICE USE ONLY:

Date Received: \_\_\_\_\_ Received By: \_\_\_\_\_ Date Granted: \_\_\_\_\_