

Brighton Management LLC

Sheraton Pasadena Hotel

POSITION DESCRIPTION

JOB TITLE: Server
DEPARTMENT NAME: Food & Beverage
REPORTS TO: Director of Food & Beverage

I. POSITION SUMMARY:

Serve food and beverage items to customers in a friendly, enthusiastic, professional, and timely manner.

II. WORKING RELATIONSHIPS:

Reports to: Food & Beverage Manager
Interfaces with: All levels of management and non-management associates and customers

III. ESSENTIAL JOB FUNCTIONS:

- Take orders for and serve all food and beverage requests, using suggestive selling techniques. Clear tables during service. Control guest checks and secure proper payment.
- Ensure station and table set-ups are complete and perform various side duties as assigned by the Outlet Supervisor.
- Maintain proper condition and cleanliness of dining areas and servicing equipment.

V. PHYSICAL JOB REQUIREMENTS

- Most work tasks are performed indoors. Temperature is moderate and controlled by hotel environmental systems; however, must be able to work in extreme temperatures like freezers (-10°F) and kitchens (+110°F), possibly for one hour or more. Must be able to stand and exert well-paced mobility for up to 4 hours in length.
- Must be able to exert well-paced ability to maneuver between functions occurring simultaneously.
- Must be able to exert well-paced ability to reach other departments of the hotel on a timely basis.
- Must be able to lift trays of food or food items weighing up to 30 lbs. on a regular and continuing basis.
- Must be able to push and pull carts and equipment weighing up to 250 lbs. frequently.
- Must be able to exert well-paced ability in limited space and to reach other locations of the hotel on a timely basis.
- Must be able to exert well-paced ability in limited space.
- Must be able to bend, stoop, squat and stretch to fulfill cleaning tasks.
- Requires grasping, writing, 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 subordinates.
- 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.

VI. JOB QUALIFICATIONS

- Food Handler Certification
- Preferably TIPS Certified
- Ability to function well under pressure
- High School diploma or equivalent
- Customer service experience preferred

- Must be a minimum age to serve alcohol
- Neat, clean and well-groomed appearance
- Communication skills
- Reading and writing in English required
- Must possess initiative and high energy level

VII. SAFETY AWARENESS

- Comply with all safety requirements and regulations as dictated.

NOTE: The Sheraton Pasadena Hotel functions 7 days a week, 24 hours a day. All employees must realize this fact and be aware that at times it may be necessary to move an employee from their accustomed shift as business demands. In addition, I understand that business determines the amount of hours I work, and that some weeks I may be scheduled to work less than 40 hours and other weeks I may be schedules to work more than 40 hours per week.

Job Descriptions are subject to change at the discretion of Brighton Management, LLC.

I have read and reviewed a copy of the above job description and fully understand that violation of any of the stated responsibilities and duties may be grounds for disciplinary action.

 Manager's Signature

 Date

 Associate's Signature

 Date