



SERVER

POSITION: Server/Captain
REPORTS TO: All Managers and Trainers
STATUS: Non-Exempt

POSITION SUMMARY: Responsible for exceeding guests expectations by providing efficient and friendly guest service. Teamwork, enthusiasm, a high energy level, food and wine knowledge, and ability to multi-task are necessary for success in this position.

ESSENTIAL FUNCTIONS: (Other duties will be assigned as needed) Must be willing and able to do the following:

- Be genuinely committed to ensuring the overall guest experience exceeds expectations.
- Effectively service a 3 – 6 table station within two weeks of start day.
- Safely and efficiently transport food to a table of three in a single trip.
- Safely and efficiently transport beverages to a table of three in a single trip.
- Lead the service team and effectively share appropriate duties in order to achieve optimum service to guests.
- Greet guests with a warm, sincere smile and anticipate their needs.
- Use a high level of manners and hospitality when addressing guests, following Milano's Sequence of Service and other Company Training Program material.
- Follow all steps of service as covered in training.
- Accurately record and account for all items ordered and served.
- Accurately account for all guest checks and reconcile all sales and receipts at the end of the shift.
- Accurately process payment from guests on all checks.
- Understand and follow the food allergy procedure and special orders/restrictions.
- Secure management approval for any comps, voids, or automatic gratuity.
- Notify guests of any automatic gratuity and follow all automatic gratuity procedures.
- Become proficient in all equipment after the restaurant specific training period, including the Point of Sale system, Frequent Diner and gift Certificate terminals, credit card terminals, coffee/tea, and cappuccino machines.
- Use tact and good judgment when dealing with difficult guests. Respond to their needs with patience and courtesy.

We are proud to be an equal opportunity employer and employees or applicants will receive consideration for employment without regard to age, color, disability, gender, national origin, race, religion, sexual orientation, protected veteran status, or any other classification protected by federal, state, or local law.

- Move safely through all areas of the restaurant, which may include stairs, uneven, and slick surfaces.
- Must wash hands regularly, according to guidelines.
- Comply with all safety and sanitation guidelines and procedures.
- Pass a food and beverage test in English with a score of 90% or more.
- Pass an Alcohol Awareness test in English with a score of 90% or more.
- Maintain a clean and orderly work area.
- Understand and complete all side-work as assigned.
- Be able to stand and walk for an entire shift.
- Communicate cordially, effectively, and clearly with all employees, managers, partners, corporate staff, and guests.
- Communicate in English in order to comprehend and perform/follow job requirements in written and spoken direction.
- Maintain a positive, pleasant attitude every shift.
- Accept direction and constructive criticism from management.
- Perform calmly and effectively in an extremely busy and stressful work environment.
- Be able to work a variety of hours, days, and shifts, including weekends and increased work schedules.
- Work in a confined, crowded space of variable noise and temperature levels.
- Lift and move up to 10 pounds, frequently lift and/or move up to 25 pounds, and occasionally lift and/or move up to 50 pounds.

GENERAL RULES Must be willing and able to do the following:

- Ensure compliance with all applicable Federal, State, Local and Company laws, regulations, policies and procedures.
- Create a positive team environment. Listen and support others.
- Additional duties as assigned.

Failure to abide by these and any other conditions of employment of the company set forth elsewhere can subject an employee to disciplinary action up to and including termination.

Accessibility varies by location.

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