

## Server – The Rafters Restaurant Catering and Events

The Rafters Restaurant Catering and Events has been a family owned and operated business in Lena, IL for over 20 years. We pride ourselves with providing a unique dining experience while delivering excellence in service to each of our valued guests while cultivating a great working environment for our staff members. Our services include a dine-in lunch and dinner menu that changes with the season in one of our three distinctive dining areas, a friendly bar environment, events hosted at our beautiful and unique location, catering for that special day or event in your life, and carry-out food options for casual meals at home, the office, or on the go.

The Server role will be a welcome face that accurately takes orders from restaurant patrons and delivers food and beverages to the guests. The duties will also include explaining daily specials and menu items to customers, communicating with kitchen and bar staff, prep work for the shift, set-up and tear-down of the dining room, cleaning, and excellent customer relationships.

### Server Job Description

- Excellent time management
- Passion for providing gold standard hospitality to guests
- Integrity to make the right decisions for the organization, staff, and guests
- Professional attitude with excellent people skills (welcoming, serving, and interacting with customers)
- The highest standards for food and beverage hygiene, sanitation, and safety
- Excellence in leadership – always setting the example with your actions

### Server Responsibilities

- Ensure that common areas have been properly cleaned/tidied
- Ensure that condiments are always full for guests
- Ensure that each guest has everything that they need to have an enjoyable experience, including the bill in a timely manner
- Make menu food and drink suggestions; if prompted
- Restock items used during shift
- Prep work as assigned by the Front of House Manager
- Take customer orders, serve appetizers, drinks, and meals
- Check customer's identification and confirm it meets legal drinking age
- Focus on the guests and nurture and excellent guest experience
- Promote each of the facets of the business (bar, dine-in restaurant, catering, events, carry-out) and find ways to create more revenue for each
- Enforcing food handling regulations and other guidelines to increase guest safety
- Ensure guest satisfaction and a positive dining experience from the time they arrive until departure
- Perform other job-related duties as assigned

### Must Have

- Positive attitude and excellent communication skills
- Passion for hospitality and excellent service
- People skills
- Excellent time management
- Ability to carry a tray of food
- Point of Sale (any) experience
- Basic math skills
- Bilingual English/Spanish: a plus
- Illinois Food Handler Certification
- Illinois BASSET Certification

### Physical Requirements

- Bending, carrying, climbing, driving, lifting, pushing-pulling, reaching, sitting, standing, walking
- The ability to lift 25 pounds regularly
- The ability to sit, stand, or walk for long periods of time

### Working Conditions

- May include extremes of temperature and humidity
- Hazards include stairs, heat from kitchen equipment, sharp objects, slippery floors

### Compensation

- Server Minimum Wage
- Tips
- Simple IRA (after plan eligibility has been met)
- Paid time off (Beginning January 1, 2024)
- Other benefits will be discussed during the in-person interview

### Reports To

- Front of the House Manager of The Rafters Restaurant Catering and Events

### Terms of Employment

- At Will