



# BEAR VALLEY SPRINGS ASSOCIATION JOB DESCRIPTION

**JOB TITLE:** Server Assistant

**DEPARTMENT:** OTCC #24 and Oak Branch Saloon #23

**CLASSIFICATION:** Part-time (1-19 hours) - Hourly, Non-Exempt

**SALARY RANGE:** \$11.00 per hr., (plus tips)

**JOB PURPOSE OUTLINE:**

The Server assistant provides outstanding customer service by assisting servers with assigned tasks. May be scheduled to work in The Oaks Restaurant, the Oak Branch Saloon, the Mulligan Room and assist with BVSA catered events.

**REPORTS TO:** Under the direction and supervision of the Restaurant Supervisor, Lead Server or Food and Beverage Manager.

**WORK ENVIRONMENT:** Bear Valley Springs Association kitchens, restaurants, bars, food service areas, waste areas and storage areas.

**ESSENTIAL JOB FUNCTIONS / KEY RESPONSIBILITIES**

- Greet and welcome all patrons entering the dining room.
- Maintain a proficient knowledge of restaurant hours of operation, menus, menu items and daily specials.
- Complete opening, closing and side work check lists as directed.
- Works the hours and shifts required according to business demands and departmental staffing needs.
- Provide professional and courteous service to all customers. Including drink refills and other tasks as assigned.
- Clean and clear all dining room tables and set place settings.
- Maintain dining room appearance, including frequent use of carpet sweeper and light mopping as needed for debris spills on floors.
- Clean and refresh all condiments provided for member/guest use.
- Report all incidents of customer dissatisfaction to Supervisor or Manager.
- Maintain a neatly groomed and uniformed appearance at all times.
- Ensure that dining room, work areas and storage areas are clean, safe and sanitary during and at the conclusion of shift.
- Ensure the patio area is clean and tidy. Arrange tables and chairs in a neat and orderly fashion and ensure to stock condiments and trays used for patio service..
- Ensure proper labeling, storage and rotation of salad dressings and other perishable stocked items.
- Performs all reasonable requests of coworkers, Lead, Supervisor or Manager.
- Maintains a professional working relationship with all employees.
- Follows BVSA Employee Handbook and policies.
- Follows departmental policies and standard operating procedures.

- Performs any reasonable task requested by coworkers, Lead Server, Supervisor or Manager.

**KEY RELATIONSHIPS:** Members and member guests, Supervisor, Manager, Servers, Server Assistants, Chef, Culinary Employees, Maintenance Department, and Janitorial department.

**QUALIFICATIONS:**

- Must possess and maintain a CA Food Handler’s Certificate within 30 days of hire.
- Must be at least 15 years of age or older.
- School work permits are required for anyone under the age of 18 attending school.
- Basic math skills.
- Ability to write basic reports and correspondence.
- Ability to speak effectively with customers or employees of the organization. Must be able to communicate orally, read and write in English.
- Must be able to work a flexible work schedule to include Days and Swing shifts.
- While performing the duties of this job, the employee is regularly required to stand, walk, use hands and fingers to feel or handle, reach with hands and arms, see, talk, hear, and taste or smell. The employee is occasionally required to climb or balance, stoop, kneel, crouch, or crawl. The employee must regularly lift and/or move up to 50 pounds and frequently lift and/or move up to 30 pounds.

**STANDARD SPECIFICATIONS / DISCLAIMER**

Requirements are representative of minimum levels of knowledge, skills and/or abilities. To perform this job successfully, the incumbent will possess the abilities or aptitudes to perform each duty proficiently. Some requirements may exclude individuals who pose a direct threat or significant risk to the health and safety of themselves, other employees or guests.

A review of this description has excluded the marginal functions of the position that are incidental to the performance of fundamental job duties. All duties and requirements are essential job functions.

This job description in no way states or implies that these are the only duties to be performed by the employee occupying this position. Employees will be required to perform any other job-related duties assigned by their supervisor.

This document does not create an employment contract, implied or otherwise, other than an "at will" employment relationship.

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Signature of Employee

Date:

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Signature of Department Mngr.

Date: