

Job Position:	Service Staff
Location:	Tally's Dockside & CG Hooks BBQ
Reports To:	Management
Employees Supervised:	No
FLSA Classification:	Non-Exempt
Benefits Eligible:	No

Position Summary:

Representing Tally's Dockside & CG Hooks BBQ, you will provide a positive experience and demonstrate enthusiasm for working with the vacationing public, surrounding communities, and the local White Bear Lake residents. Service Staff will provide flawless service and genuine hospitality. You will greet guests, build relationships with guests, check for proper identification of customers to confirm legal age, perform verbal menu presentation to each table, provide menus, suggest and serve beverages, answer questions, and take and place orders, and collect payment, and promote all Tally's events and rental.

Position Duties / Essential Job Functions:

1. Responsible for all duties a service staff has for the open and close and daily procedures established by the company; upkeep of menus cleans and restocks service area, condiments and supplies; plastic ware, containers, and maintenance of BBQ bottles and caddies, and maintains chalkboards.
2. Will present oneself to all customers in a timely, polite, friendly, and helpful manner and monitor alcohol consumption so patrons are not over served.
3. Hosts and greets customers and directs to table for seating.
4. Conducts high standard procedures for serving customers; greet, provide menus, makes food recommendations, takes orders, checks on customers, delivers drinks, delivers food when other staff is not available, removes plates and glasses, takes payments and is responsible for an accurate personal cash drawer.
5. May need to assist kitchen or bar staff; prepare food, stock supplies, make drinks, scoop ice cream.
6. Responsible for multiple tables at one time; provide superb service while multitasking.
7. Maintains and clean patio and deck for patrons; bus and clean open tables, straighten tables and chairs.
8. Maintains knowledge of wine, beer, cocktail served and food pairings, and specials of the week.
9. Promote and maintain customers Mug Club.
10. Understands how each dish is prepared, and monitors plate quality and consistency, knowledgeable on daily specials and food inventory.
11. Promotes and markets company's events - knowledgeable on company's Facebook and Instagram accounts. Partners with management to create and implement daily/weekly specials, events, and promotions.

Qualifications:

- Proficient reading and math skills required
- Previous food service experience strongly preferred
- Flexibility to work varied hours including nights, weekends, and extended hours
- Demonstrates proficiency in the use and understanding of a computer, mobile device, and social media applications, and company's POS system and reservation systems.
- Knowledge of or ability to quickly learn and memorize cocktail recipes
- Knowledge of mixology of alcoholic beverages for specialized drinks.
- Must be 18 years or older
- Attain a Serve Safe meeting held by the White Bear Police

Personal Attributes Required:

- Positive attitude; maintains high level of self-motivation
- Ability to work on teams
- Courteous, outgoing, and professional customer service skills
- Ability to handle stress and fast paced environment; work quickly and efficiently and maintain priorities and attention to detail especially under periods of high stress and demand
- Excellent memory and ability to multi-task
- Clear and friendly communication skills; ability to work with a diverse group of employees and customers
- Ability to handle challenging customers in a professional manner

Essential Physical / Mental Requirements:

- This job operates in an environment with a high degree of customer interaction; serving food and drinks to the public.
- Must be able to lift up to 50 pounds, must be able to walk, reach, and lift on a regular basis..
- Must be able to stand for long periods at a time without rest.
- Must be able to work in outdoor environments and handle exposure to variations in weather and conditions.

The above statements are intended to describe the general nature and level of work being performed by the person assigned to this position. This job description does not state or imply that the above are the only duties and responsibilities assigned to this position. Employees holding this position will be required to perform any other job-related duties as requested by the Company. All requirements are subject to modification at any time for any reason at the Company's sole discretion.

Revised: [date]

Employee Signature

Date