



Hinterland Server Job Description

An organization's personnel is its most critical and important asset. In the same way that Hinterland is dedicated to delivering an exceptional and exciting journey and experience in craft brewed beer and dining, Hinterland is also committed to employing a team of highly skilled, knowledgeable, upstanding, ethical staff. Hinterland is committed to delivering the highest level of service in all aspects of its operation. It is critical to Hinterland's success that each team member know, understand and are able to execute their role and responsibility at a high level in all facets of operation.

The Restaurant Server is ultimately responsible for effective, efficient and exemplary food and beverage service to the customer delivered with the expected high level of service resulting in an exceptional customer experience for each and every Hinterland guest.

Reports to: Restaurant Manager

Restaurant Server job duties, role and responsibilities:

- Report for work a minimum of 15 min prior to scheduled start time in order to be present and ready to work at scheduled start time
- Create and contribute to a positive, productive work environment with a can-do attitude and customer-centric approach
- Perform work and care of guests with purpose, enthusiasm and a sense of fun and adventure - Treat others and conduct oneself with respect and care
- Perform opening duties according to Front of House Side Work Checklist
- Attend shift line-up in attentive, engaged manner, requesting clarifications as needed
- Complete shift objectives as discussed in line-up
- Review shift section assignments, prepare assigned section for service including table set up such as linens, silverware, and glassware
- Review shift section reservations, note any special considerations such as celebrations, special requests, allergy notifications, etc.
- Prepare for any special considerations including consulting with kitchen if necessary
- Welcome guests as in a warm and friendly manner, engaging them personally within 2-3 minutes of being seated
- Review menus with guests emphasizing beer selection for beverage order and specific menu items for food order. Answer questions about beverages, menu items, and other applicable restaurant functions and services
- Inform guests of menu changes, daily specials and make recommendations you genuinely feel your guests will enjoy
- As needed/requested, explain to guests how various menu items are prepared, describing ingredients and cooking methods
- Take guests' beverage and food orders and accurately input orders into POS system for transmittal to bar and kitchen
- Check guests' identification to ensure that they meet minimum age requirements for consumption of alcoholic beverages
- Serve food or beverages to guests, and prepare or serve specialty dishes at tables as required
- Perform food preparation duties such as preparing soup/salads, bread and brewing coffee/tea (as requested).
- Present, open and serve bottle wine to guests in appropriate glassware as required
- Monitor and observe guests experience to ensure guests are satisfied with beverages, food and service and respond promptly and courteously to correct any problems
- Engage MOD in any issues that require additional attention or escalation
- Recognize, learn and use the names of frequent/regular guests
- Actively look for opportunities to exceed service standards and deliver an exceptional customer experience. Examples include:
 - Providing information regarding the local area, points of interest
 - Helping with directions and arrangements for transportation/accommodations if needed
 - Finding ways to make the guests experience distinct and extraordinary
- Remove used service ware and glassware from tables or counters, and take them to dish station for cleaning
- Prepare checks that itemize and total meal costs, sales taxes and gratuity (when appropriate) and review for accuracy prior to presenting to guests

- Collect and process payments from guests, engaging bartender or MOD (Manager on Duty) to make change for cash transactions as needed
- Thank guests for their patronage and invite them to return
- Clear and clean tables or counters after guests have finished dining
- Assist host by answering phones to take reservations or to-go orders, and by greeting, seating, and thanking guests
- Accurately enter reservations in reservation system including capturing all related information including any special considerations
- Complete side work according to Front of House Side Work Checklist
- Maintain knowledge of beer including type, producer, color, flavor profile, ingredients, serving portion, ABV and IBU
- Maintain knowledge of menu items including ingredients, preparation and cooking methods
- Maintain knowledge of wine menu including types/varietal(s), producer/brand, region of origin, vintage, flavor profiles and serving portions
- Maintain knowledge of cocktail menu including ingredients, preparation, flavor profiles and serving portions
- Attend and participate in all scheduled team meetings as required
- Participate in Hinterland Training & Development Program
- Seek, identify and share suggestions for improvement to manager

Tools & Technology

- Point-of-sale terminals and workstations with touch screen monitors/tablets
- Credit card processing machines
- Paging controllers
- Point-of-sale receipt printers
- Reservation software

Minimum Qualifications

- Positive, can-do attitude and willing customer service approach
- Be 18 years of age or older
- Good interpersonal communication skills
- Ability to multi-task
- Comfortable working in face-paced environment
- Basic knowledge of dining room and service procedures and functions
- Basic food and beverage knowledge
- Basic mathematical skills
- Able to handle money and operate a point-of-sale system
- Able to work in a standing position for long periods of time (up to 8 hours)
- Able to safely lift and easily maneuver trays of food and containers weighing up to 25 pounds