



SERVER

POSITION SUMMARY

Thorough knowledge of La Tropical menus and beers, this position creates a positive, friendly guest interaction by providing exceptional service and hospitality. Preferably minimum 3 years' experience.

ESSENTIAL DUTIES & FUNCTIONS

Candidates responsibilities will include (but not limited to) the following:

- Greets guests in an enthusiastic and friendly manner.
- Check identification of guests to verify age requirements for purchase of alcohol.
- Serves alcoholic beverages in an appropriate manner consistent with La Tropical policies and procedures, following all applicable local, state, and federal regulations.
- Maintain thorough, up-to-date knowledge of beer styles and food menu.
- Takes food and beverage orders, providing recommendations upon inquiry.
- Maintain constant communication with bartenders, food runners, and bussers to ensure efficient pub procedures.
- Constant interaction with guests to ensure satisfaction with food, drinks and service.
- Utilizes POS system to process guests' payment transactions.
- Follow company cash handling procedures, accountable for all daily transactions.
- Respond to guest complaints in a professional manner, escalating issues to management or security as needed.
- Responsible for constant sanitation, organization, and proper food handling.
- May assist in replenishing supplies, clearing, cleaning, and setting tables in order to ensure taproom efficiencies.
- In addition to the duties described above, this role may be required to perform the duties of, or scheduled to work shifts acting as a busser, bartender, or other taproom position including that of a host/greeter (ex: answering phones, welcoming guests, assigning tables, completing side work, and a variety of cleaning tasks to be determined, etc.).
- Other duties and projects as assigned.

DESIRED CAPABILITIES/CHARACTERISTICS

- Must be at least 21 years of age.
- Prior service experience in a high-volume restaurant or pub required.
- Thrives in fast paced environment; willing to work flexible schedule, including weekends/ holidays/ overtime.
- Able to demonstrate integrity, mature judgment in handling all matters.
- Excellent organization and problem-solving skills; works well under pressure.
- Outgoing personality, positive attitude and strong verbal communication skills.
- Team work ethic.
- Basic math skills to handle cash, give change and balance cash drawer accurately at the end of shift.
- Responsible Beverage Service Certificate and Food Handler Certificate required upon hire; willing to complete Beer Server Cicerone Training.
- General knowledge of craft beer is desired.

KEY RELATIONSHIPS

- Reports directly to Taproom Manager.

PHYSICAL REQUIREMENTS

- Majority of the shift is spent standing, carrying, bending, stretching, stooping, pulling and pushing.
- Ability to lift and carry up to 60 pounds.
- Environment is primarily indoors/outdoors and may involve noise and temperature changes.
- Must be able to work flexible/rotating shifts, weekends, holidays, and/or overtime as needed.