

Job Title: Lead Server

Compensation: \$21+ per hour

Employment Type: Full-Time

Overview:

Situated on the stunning Olympic Peninsula, just outside Shelton, our Par 72 golf course has been challenging golfers of all skill levels since its opening in 1968. This nine-hole course, featuring multiple tees, offers an engaging 18-hole experience. Renowned for our friendly and relaxed atmosphere, we are currently seeking a Lead Server to provide an exceptional dining experience to our membership and guests.

Position Summary:

The Lead Server/Front of House Manager is responsible for setting the tone for both staff and guests by maintaining a professional, friendly, and composed demeanor. The ideal candidate is organized, self-motivated, creative, and level-headed.

Key Responsibilities:

Administrative/Managerial Duties:

- **Scheduling and Payroll:**
 - Create the monthly schedule, adjusting for events and time off requests.
 - Prepare bi-weekly payroll for all restaurant employees, collect server tipsheets, and submit to the business office.
- **Coordination and Purchasing:**
 - Coordinate purchases with the Kitchen Manager and various vendors (wine, liquor, ice cream, supplies, etc.).
- **Event Planning:**
 - Assist in planning events at the Inn (holidays, music events, etc.).
- **Point of Sales System Management:**
 - Document and resolve issues with the POS system.
 - Add weekly specials into the POS system as the Chef adds them.
- **Communication and Promotion:**
 - Post and distribute weekly special flyers on Facebook.
 - Answer various emails from staff, vendors, and guests.

Serving/Daily Restaurant Responsibilities:

- **Preparation and Cleanliness:**

- Ensure the front of the restaurant is clean and prepared for dinner service.
- Prepare reserved tables with appropriate settings and name cards.
- **Communication and Customer Service:**
 - Maintain excellent communication with staff on shift and kitchen staff.
 - Ensure great customer service to all guests.
 - Handle not only your section of tables but also assist other servers as needed.
 - Take responsibility for every guest, even if they are not seated at your table.
- **Food Service and Guest Interaction:**
 - Assist the expeditor in ensuring all food goes to the appropriate table as orders are prepared.
 - Report any guest comments or concerns to the Kitchen Manager and/or Sous Chef.
 - Address any guest concerns or complaints.
- **Technical Support:**
 - Troubleshoot any technical/POS errors that may arise during service.
- **Team Support:**
 - Support your team in any way possible, including offering encouragement.

Requirements:

- Experience in the Restaurant or Food & Beverage Industry
- Food Handler's Certification
- MAST Certification
- Strong communication and interpersonal skills
- Ability to multitask and work well under pressure
- Knowledge of food and beverage preparation, service styles, and etiquette
- Basic math skills and cash handling experience
- Ability to lift up to 25 pounds and stand for long periods

Preferred Experience:

- Management of small teams (3-6 people)