



CEDAR LAKE CELLARS

Server

MISSION: *We create memorable experiences that exceed expectations and inspire each guest to return and celebrate.*

VALUES: *Advancement, Honesty, Excellence, Accountability & Detail*

Job Description

POSITION / TITLE: Server

REPORTS TO: Winery Manager

ESSENTIAL FUNCTIONS:

- Sell wine, beverages and food
- Increase sales on food and wine (upselling)
- Build and work well with fellow co-workers with teamwork
- Encompass a positive attitude under pressure and always serve each guest with a smile
- Build rapport with the guests to encourage them to come back and see you again at CLC
- Complete a 30 day assessment on your position (wine knowledge, menu knowledge, CLC history knowledge, and position responsibilities, and performance review)

DAILY TASKS:

- Clock in using the mobilbytes system. Using your assigned passcode clock into work using the mobilbytes system at the appropriate terminal (server terminal).
- You are not to clock in until 7 minutes before you scheduled shift unless approved by management.
- Make sure to always come to your scheduled shift in appropriate approved uniform (CLC issued black shirt, black pants or Bermuda shorts, black socks, and black non-slip shoes.)
- Bring your required items each shift: apron, wine key, pens, notebook, and band of \$20 in bills and change as they are an extension of your uniform.
- Show up to work on time. Jumpstarts with team happen at 4 pm. (Jumpstarts contain important information about what is happening that week at CLC.
- After jumpstart work as a team to set up for dinner service. This will include tasks such as: general clean up of the dining room and patio, setting up reservations at assigned tables, polishing water glasses, setting wine glasses on assigned tables, lighting candles on assigned tables, and all other assigned tasks.

- When ready to start taking tables you will have to attach yourself to a server bank. You can not ring in any transactions without being attached.
- Utilize the iPads for the ringing in of tickets and cashing out of tables. You should never be using a computer that has an actual drawer beneath it unless approved by management.
- Utilize the serving station terminal iPad if all handheld iPads are being used by other staff members. Receipts and printed tickets will print out at the server station terminal.
- During dinner service you are responsible for executing dinner service to your assigned tables with excellence.
- Ring in all drinks. They will be printed out to the wine service bar and the wine tender assigned for service bar will get those drinks for you. You can't vocalize your orders to the wine tender. You must have a ticket.
- You are not allowed to go behind the bar to get your own drinks. You are allowed to use the ice machine and get wine coolers from the fridge underneath the keg beer station.
- Help out fellow servers with the running of their food if they require this of you. (We call this giving hands).
- Help keep the dining room clean by pre-bussing your tables and cleaning fellow servers tables as well.
- After dinner service help clean the dining room for operations for the next day. This would include tasks such as: polishing and rolling silverware, polishing and stacking clean water glasses, bussing and setting of tables (wipe down with window cleaner), sweeping and mopping of the winery dining room and patio, help with the clearing and polishing of dishes and silverware, taking out the trash and wine bottles (if asked), cleaning the restrooms in the winery and Texaco bathrooms (if asked), cleaning and organizing of the server station, and all other assigned tasks given to you by management.
- Remember if the dish washer is gone for the evening it is your responsibility to clean all remaining dishes and put in appropriate places and break down the dish washer system. As well as take out any remaining trash. Trash and dishes are not allowed to stay overnight.
- Linens get changed on tables on Saturday evenings (soiled ones get changes as needed throughout shift)
- Once everything is completed you can be asked to get checked out by the manager on duty and then the two of you can perform your cash out.
- Before you clock out you are responsible for claiming your tips from your scheduled shift. You Credit Card tips will already be claimed upon entering them in to close out the ticket. This is for cash tips. According to the IRS you should claim 100% of your cash tips from your shift. You will have to show your tip claiming slip to the manager on duty before you leave for the evening.

CHARACTERISTICS / SKILLS:

- A server must be able to work in a fast paced environment
- Be able to stay positive and cheerful when under pressure
- Be courteous and friendly to guests and staff members
- Always have a smile on their face
- Always be willing to help out a guest or staff member in need
- Be a team player (we believe in teamwork our motto OLOT-one logo one team)

EXPERIENCE / EDUCATION:

- High School diploma or equivalent
- Has to be 21 years of age to sell and distribute alcohol
- Experience in food and beverage industry is preferred
- Serve Safe certification preferred

WORKING CONDITIONS / PHYSICAL REQUIREMENTS:

- Must be available to work weekends.
- Hours of Operation:
Winter Lunch: Friday–Saturday 10am-3pm
Dinner Hours: Friday–Saturday 5pm-9pm
Brunch Hours: Sunday 8am–5pm
- Understand that we have a busy season where we will require all staff to work. These days will be told to you in advance. They will be mandatory work day (we call them all hands on deck days).
- Ability to work in a standing position for long periods of time
- Ability to carry up to 25 lbs.

NOTE:

This job description represents the minimum duties required to perform the position outlined in this document. The duties listed are aligned with the current business objectives of Cedar Lake Cellars, and are subject to change based on future business needs and/or requirements.

All candidates agree to complete an assessment for selection.

Cedar Lake Cellars and Investa Management is an equal opportunity employer.