



POSITION: Restaurant Server
REPORTS TO: Restaurant Manager
DEPARTMENT: Food & Beverage
FLSA STATUS: Non-Exempt

SUMMARY

The restaurant server is to serve guests in a courteous, helpful, professional and pleasant manner. The server is responsible for duties such as greeting guests, servicing the guest's needs, opening and closing side work and other service related duties.

ESSENTIAL DUTIES AND RESPONSIBILITIES

Include the following. Other duties and responsibilities may be assigned.

- Responsible for ensuring compliance with SMG's Nine Steps to Responsible Alcohol Beverage Service to include:
 - Checking customer's identification in order to verify age requirements for purchase of alcohol
 - No more than a 2 drink minimum per person
 - No service to intoxicated customer
- Knowledge of the food menu, dessert menu, coffee and tea menu, beverage menus and the wine list
- Knowledge of menu items, ingredients, preparation methods and garnishes for all dishes
- Correct handling and covering of food according to hygiene regulations and safety regulations
- Ability to guide the guest through the menu and make any recommendations or answer questions
- Ability to handle and carry a full tray
- To be aware of all cashiering procedures and the handling of all payment methods
- Ability to operate POS cash register
- Accurate counting of cash and coins
- Maintain cleanliness of assigned area
- Perform all opening, side and closing duties as well as all daily and weekly duties to the set standards as outlined in a job task checklist.
- Attend pre-shift, weekly and monthly meetings to be well- informed about all events, promotions and other news concerning the restaurant
- Ability to operate all of the equipment used in the restaurant
- Must follow all SMG policies and procedures
- All other duties and responsibilities as assigned

SUPERVISORY RESPONSIBILITIES

This position has minimal supervisory responsibilities. In the event supervisory responsibilities are temporarily assigned, they must carry out supervisory responsibilities in accordance with SMG's policies and applicable laws.

QUALIFICATIONS

To perform this job successfully, an individual must be able to perform essential duties satisfactorily. The requirements listed below are representative of the knowledge, skills and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions of the job.

EDUCATION AND/OR EXPERIENCE

- Prior experience as a restaurant server is required
- High School Diploma or Equivalent

CERTIFICATES, LICENSES, REGISTRATIONS

- Current ABE commission alcohol beverage permit required

COMPUTER SKILLS

- Ability to operate with a POS system with a touchscreen interface
- Ability to operate a Micros system

KNOWLEDGE, SKILLS AND ABILITIES

- Advanced oral and written communication skills
- Strong customer service skills
- Ability to work well with other staff members in the facility
- Results oriented individual
- Excellent organizational, communication, and inter-personal skills
- Ability to undertake and complete multiple tasks
- Ability to ensure a quality product
- Ability to operate and effectively communicate on a radio
- Attention to detail
- Willingness to learn new concepts and ideas
- Strong knowledge of sanitary practices.
- Knowledge of full service restaurant operations & terminology.
- Maintains proper grooming and dress code standards.
- Must have ability to follow directions and effectively perform the work.
- Must have a pleasant personality
- Must speak and understand English well enough to converse with customers, colleagues and supervisors
- To report for duty punctually and ready to perform work
- To communicate all service requirements to the respective team members in an efficient and effective way.

PHYSICAL REQUIREMENTS

- Constant standing and walking
- Manual dexterity to handle coins, currency and tickets.
- Repetitive motion of the wrists, hands, and fingers.
- Occasional stooping and bending
- Repetitive motion of the wrists, hands, and fingers.
- Exerting up to 50 pounds of force rarely, and /or up to 15 pounds of force occasionally, and/or up to 30 pounds of force frequently.

WORKING ENVIRONMENT

- May be exposed to vibrations during events caused by extreme noise.
- May be exposed to strobe lights/lasers during events.
- Moderate to extreme exposure to noise during events.

HOURS OF WORK AND TRAVEL REQUIREMENTS

- Travel negligible
- Shifts vary – Required to work any shift needed (as scheduled)
- Ability to work irregular hours, including nights, weekends, and holidays.

NOTE: The essential responsibilities of this position are described under the headings above. They may be subject to change at any time due to reasonable accommodation or other reasons. Also, this document in no way states or implies that these are the only duties to be performed by the employee occupying this position.

TO APPLY:

Submit Resume & Cover Letters to:

Human Resources Coordinator
Chesapeake Energy Arena-Cox Convention Center
One Myriad Gardens
Oklahoma City, Ok. 73102
hrrsmg@chesapeakearena.com
Fax (405) 605-8037
Phone (405) 602-8500

Applicants who need a reasonable accommodation to complete the application process may contact (405) 602-8500.

SMG is an Equal Opportunity/Affirmative Action employer, and encourages Women, Minorities, Individuals with Disabilities, and protected Veterans to apply. VEVRAA Federal Contractor.