



**Job Title:** Server

**Location:** Civil Cigar Lounge

**Reports to:** General Manager / Assistant General Manager

**Pay type:** Hourly with tips

**Pay Rate:**

**Hours:** As assigned on weekly schedule

**Summary of Position:** Provide civil, friendly, and professional service to all guests and team members. Ensure guests have First Class Experience during their dining, drinking, and smoking experience at Civil.

**Duties and responsibilities**

- Be dressed in a clean, neat, appropriate uniform and clocked in and ready to work at your scheduled time
- Be part of a team. Work together and be attentive to each other's needs before and during the scheduled shift
- Prepare your workstation. Stock your workstation to required par levels
- Make sure your workstation is clean and detailed before starting and at completion of your shift. Complete any assigned side work
- Welcome and greet guests warmly and professionally. If you know the guests name, welcome them using their name. If you don't know the guests name respectfully introduce yourself and ask for the guest's name
- Answer questions about cocktails, spirits, wine, beer, food, and cigars
- Maintain clean workstations and service areas at all times
- Monitor and observe guest's experience throughout the duration of their visit to Civil. Ensure guest satisfaction with the food/beverage and service. Respond promptly and courteously to any requests
- Present Check in a timely manner and process payment
- Enter all orders into POS System and balance checkout at completion of shift
- Handle all cash and credit transactions to the highest ethical and legal standard

- Maintain a personal change bank for cash transactions
- TIPS Certification. Must follow TIPS Certification guidelines at all times
- Order, and serve all drinks and wine from the bar
- Order and serve (cut and light) cigars
- Graciously and efficiently clear plates and glassware as needed during service
- Perform water service
- Make and serve coffee and tea
- Be ready to assist team members as situations arise. Maintain clean service areas at all times
- Describe menu items and take orders from guests
- Assist Food Runners/Bussers when necessary
- Clean and vacuum dining room after all guests have departed