



POSITION: SERVER SUPPORT

REPORTS TO: Food and Beverage Director, Wine Director and Maître d'Hotel and Server

DUTIES AND RESPONSIBILITIES CATEGORIES:

Operational Acumen:

- To ensure that service is at all times performed in a professional manner and to the style as specified by the Restaurant Manager, Wine Director and Maître d'Hotel.
- To communicate with other restaurant staff and departments.
- To make sure that company policy, vision statement and departmental objectives are followed and utilized at all times.
- To be fully conversant with all hotel products and services.
- To maintain good communication between kitchen and restaurant and other departments on a daily basis re: specials, shortages and special dietary requirements.

Supervision:

- Foster an environment where improvements to products, processes and service are welcomed and encouraged.
- Work to develop team members according to their individual abilities and potential.
- To assist the Restaurant Manager, Wine Director and Maître d'Hotel in keeping the morale of the team up through social and educational events.
- To take responsibility for service in the area of the restaurant under your responsibility during your shift.
- To ensure that the restaurant dining areas are maintained to a high standard of cleanliness.

Stock and Inventory:

- Liaise with the other managers to ensure tight stock control and budgeted margins are achieved.

Customer Service:

- Establish and maintain good relationships with all guests and handle complaints, requests and enquiries.
- Act as a brand ambassador for The Ivy / Magdalena and ensure group values are upheld to both external and internal contacts, through appropriate behavior and performance.

- To be fully conversant with all Ivy Hotel products and services.
- To ensure that all guest wishes are met so far as is reasonably possible.
- To collate information and feedback while attending all staff briefings before each service.
- To obtain feedback from guests and to use this to improve service and to pass on such to the Restaurant Manager, Wine Director and Maitre d'Hotel.

Health and Safety:

- Contribute to the formulation and review of risk assessments for the Bar.
- Take responsibility for monitoring and reporting any health and safety issues to the appropriate person.
- Operate safe practices, act as a role model and provide guidance to staff to ensure that their safety and that of guests is protected.
- To be fully aware of the hotel's fire and safety procedures and health and safety regulations.

General:

- To support colleagues at peak times and to undertake any operational duty which might be reasonably required, to ensure customer expectations are met.
- To undertake any other duties as requested by the Senior Management team, in accordance with the scope and responsibilities of the role.
- Responsible for clearing tables and resetting tables properly.
- Correct handling and covering of food according to hygiene regulations and safety regulations.
- Assist distribution of food in the dining room ensuring that each guest receives the correct item ordered and to their specific qualifications.
- Stock work stations and complete all delegated side work.
- To report for duty punctually and in full uniform according to appearance and grooming standards.

Physical Requirements and Work Environment:

- Work requires vision to monitor, data entry and frequent standing, walking, bending, stooping, driving and lifting and carrying restaurant stock and food supplies weighing up to 50 pounds.
- May be exposed to hazardous cleaning chemicals and supplies, hot food preparation equipment, smoke, and other hazardous conditions common to commercial food preparation areas.
- May be exposed to individuals under the influence of alcohol. Work is performed in a restaurant and kitchen environment.

To apply, please email your resume and cover letter to **employment@theivybaltimore.com**