



Job Description

Job Title: Server

Department: Alaska Railroad Passenger Car Food Service

Reports To: Captain

Summary

Provide friendly, responsive service to create an exceptional dining experience for all of our guests. Each server's primary objective is to show our guests such a marvelous time, in railroad dining car by performing the following duties.

Essential Duties and Responsibilities include the following. Other duties may be assigned.

- Welcome and greet guests. Make all our guests feel comfortable and let them know you're there to personally take care of them.
- Inform guests of specials and menu changes.
- Make recommendations you genuinely feel your guests will enjoy.
- Answer questions about our food, beverages and other restaurant functions and services.
- Take food and beverage orders from guests, enter orders in our point-of-sale system which relays orders to the kitchen and bar.
- Deliver food and beverages from kitchen and bar to guests in a timely matter.
- Removes dishes from table and carries them to kitchen
- Places clean linen, silverware, and glassware on table.
- Prepares salads, appetizers, and cold dishes
- Receives and stores linen supplies.
- Prepares and serves mixed drinks.
- Perform side work at the start and end of each shift as required by service station assignment.
- Maintain clean service areas.
- Monitor and observe guests dining experience. Ensure guests are satisfied with the food and service. Respond promptly and courteously to any requests.
- Prepare final bill, present check to guest, accept payment, process credit card charges or make change (if applicable).

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- Be ready and willing to assist fellow servers as situations arise.
- Thank guests for their visit and invite them to return.
- Be available to fill in as needed to ensure the smooth and efficient operation of the restaurant as directed by the Project Manager or immediate supervisor.
- Others duties added as needed

Supervisory Responsibilities

This job has no supervisory responsibilities.

Qualifications

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

Education and/or Experience

High school diploma or general education degree (GED); or one to three months related experience and/or training; or equivalent combination of education and experience.

Language Skills

Ability to read a limited number of two- and three-syllable words and to recognize similarities and differences between words and between series of numbers. Ability to print and speak simple sentences.

Mathematical Skills

Ability to add and subtract two digit numbers and to multiply and divide with 10's and 100's. Ability to perform these operations using units of American money and weight measurement, volume, and distance.

Reasoning Ability

Ability to apply common sense understanding to carry out detailed but uninvolved written or oral instructions. Ability to deal with problems involving a few concrete variables in standardized situations.

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Computer Skills

To perform this job successfully, an individual should have knowledge of POS Order processing systems.

Certificates, Licenses, Registrations

CURRENT TAMS/TIPS CARD

Other Skills and Abilities

Other Qualifications

Must be 21 or older

Fluent in English

Have basic knowledge of dining room and service procedures and functions

Physical Demands The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this Job, the employee is regularly required to stand; walk; use hands to finger, handle, or feel; reach with hands and arms and talk or hear. The employee must regularly lift and /or move up to 10 pounds and occasionally lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus.

Work Environment The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this Job, the employee is regularly exposed to motion. The noise level in the work environment is usually moderate.

I have received a copy of my duties and responsibilities. I have read and understand my duties and responsibilities.

Print Name

Signature

Date