

Position Title: Wait Staff/Server**Reports to:** Restaurant Manager on Duty**Reporting to this position:****FLSA Status:** Non-Exempt**Vision for Our People:**

Las Hamacas' investment in our people will exemplify high quality standards through effective communication, meeting and exceeding service guidelines and demonstrating friendly professionalism before, during, and after the customer's experience.

Position Summary:

The Wait Staff is responsible for the customer experience at Las Hamacas. The Wait Staff provides and ensures the highest standard of service to all patrons and staff by performing the duties listed below in a highly efficient, effective and friendly and professional manner. In essence, the Wait Staff will strive to provide the service that will create Las Hamacas as not just a restaurant, but instead a destination for all our customers.

Responsibilities:**1. Customer Service**

- Acknowledge guests with Las Hamacas greeting once they are seated with a friendly personality and smile
- Present menus to guests and answer questions about menu items, specials, and Las Hamacas favorites while making recommendations if needed
- Check in with guests to update them about the status of their orders and ensure they are enjoying their meals; take action to correct any problems
- Take guests food and beverage orders and enter into restaurant register system within one minute after completing the order
- Refill customer drink orders throughout the meal
- Verify that customers are satisfied with their orders and make sure to thank guests for coming and invite them to dine with us again
- Take reservation or to-go orders via phone calls
- Encouraging customers to complete customer service surveys
- If a meal is returned by the customer for any reason, correct the problem and report the return to the manager on duty

2. Sales

- Deliver checks to customers and accept payment for the meal
- Use cash register operation to correctly calculate guests checks and return the proper change
- Practice suggestive selling techniques daily
- Up-sell additional food and beverage products to patrons such as appetizers, desserts, and specialty drinks

3. Operations

- Ensure that customer orders are assembled properly in the kitchen by checking every entrée for order accuracy, food presentation, and portion size
- Communicate customer orders to kitchen staff
- Deliver orders to customers
- Determine when customers have completed the meal
- Ensure dining area and restroom areas are cleaned consistently throughout the day. Also clean and bus tables between customers including removing empty plates, used silverware, and soiled napkins from tables

- Prepare table for the next guests once a party has departed
- Maintain drinks machine, fresh hot and cold coffees, and fresh natural drinks (4 flavors); ensure front refrigerator and service stations are stocked
- Keep the work areas, customer areas, storage areas, and restroom areas clean, orderly, and clear of trash including equipment, windows, art, tables, chairs; sweeps and mops all floors and at the end of each shift
- Move inventory items throughout the store so that products can be prepared and served in a timely manner

4. Compliance

- Follow all relevant health department rules and regulations
- Practices exceptional safety, food handling, sanitation and organizational skills
- Maintain a clean and professional appearance by adhering to Las Hamacas uniform guidelines
- Verify age of customers who order alcoholic beverages

5. Teamwork

- Study and learn all food and beverage items including specials and seasonal items to be knowledgeable of the menu
- Substitute for or assist other wait staff during emergencies or rush periods
- Maintain a friendly and approachable attitude towards guests and coworkers.
- Attends all scheduled employee meetings and brings suggestions for improvement
- Train new food servers
- Coordinate with other wait staff members to provide team oriented service
- Maintain a positive attitude towards customers, staff, and management
- Performs other related duties as assigned by the manager-on-duty

Physical Demands/Working Conditions:

This is a physically demanding position in a fast-paced environment that requires constant and repetitive movement of fingers, hands and wrists. To be successful in this position, you must be able to:

- Be able to work in a standing position for long periods of time (up to 9 hours)
- Lift, carry, and deliver sacks, boxes, pans, trays, and other containers weighing up to 50 pounds throughout an eight hour shift
- Bend, stoop and reach while carrying serving trays weighing up to 50 pounds
- Balance serving tray on one hand while distributing orders to customers with the other
- Carry and set up folding table to support particularly heavy orders
- Stand and walk continually throughout an eight hour shift
- Maintain visual acuity to see restaurant menus, take customer orders, review customer bills and smoothly navigate dining room, kitchen and other facility areas
- The noise level in the work environment is usually moderate to loud
- Attend work as scheduled, working various schedules and shifts throughout normal business hours to include evenings, holidays and extended hours as business dictates
- Periodically works in a hot or hazard environment; hazards include, but are not limited to: cuts from knives and other sharps surfaces, burns from oven, stove, fryer, and injuries from “ slip and fall” accidents

Qualifications:

- Must have good customer service skills and ability to keep calm in stressful situations
- Ability to communicate in an appropriate professional manner with customers and other employees
- Ability to read, comprehend and follow menus and instructions
- Ability to operate the point-of-sale register system, including processing credit card and cash transactions
- Knowledge of culinary terminology or restaurant environment
- Prior customer service experience or previous retail or food service experience is preferred
- High school diploma or GED or formal training via a hospitality or culinary program is preferred
- Bilingual in both Spanish and English is highly desirable