



CITY OF POLSON

POSITION: Server/beverage cart staff

DEPARTMENT: Golf Restaurant

ACCOUNTABLE TO: Restaurant Manager

SUMMARY OF WORK: This position serves customers by providing information to help food and beverage selections, presenting orders and maintaining dining ambiance. Postings within this position include golf restaurant serving, concession stand serving, and beverage cart serving. Cart staff is primarily tasked with greeting and serving all customers of the golf course and providing information on food and beverage selections.

TYPE OF POSITION AND HOURS:

- (1) Full-time (40 hours per week) temporary positions
4/10 – 9/30, shifts and days vary based on events and staffing
Must be available weekends and holidays
- (2) Part-time (30 hours or less per week) temporary positions
4/10 – 9/30, shifts and days vary based on events and staffing
Must be available weekends and holidays
- (1) Regular Part-time (1500hrs/year) 12-month
Must be available weekends and holidays
Shifts and days vary based on events and staffing

Positions start at \$9.95 per hour plus tips DOE

JOB CHARACTERISTICS:

Nature of work

- Present menus, make recommendations and answer questions regarding food and beverages.
- Take orders and serve all food and beverage requests, noting all special dietary needs and requests.
- Ability to describe all menu items and daily specials, prices and methods of preparation.
- Ensure station and table set-ups are complete and clear and reset tables in the dining room, patio and bar area utilizing the appropriate table settings.
- Maintain proper condition and cleanliness of dining areas and service equipment, following sanitation, safety and alcoholic beverage policies.
- Perform assigned side work at the beginning and end of each scheduled shift .
- Prepare restaurant tables with special attention to sanitation and order.
- Collaborate with other restaurant servers and kitchen/bar staff.
- Deal with complaints or problems with a positive attitude
- Issue bills and accept payment utilizing point of sale system.
- Accurate use of cash drawer,
- Follow opening and closing procedures.



- Adhere to all cash handling procedures.
- Assist the restocking and replenishment of supplies.
- Ensure that all customers are greeted in a timely, friendly and professional manner.
- Performs other duties as assigned

AREAS OF JOB ACCOUNTABILITY AND PERFORMANCE:

Restaurant/Cart:

- Customer satisfaction on the golf course and in the restaurant bar
- Performing daily restocking and replenishment of supplies
- Knowledge of menu and products and daily tasks

JOB REQUIREMENTS:

Knowledge

- Food and beverage service experience

Skills

- Ability to work with others
- Scheduling and time management

Abilities

- Communicate effectively both verbally and in writing
- Follow verbal and written instructions
- Establish effective working relationships with employees, supervisors and customers
- Complete assigned duties in the allotted time with minimal supervision
- Follow safety routines and practices
- Have the physical stamina to perform required duties

Other Requirements

- Valid State of Montana driver's license
- Must be of an age to serve alcohol (18)
- Reliable means of transportation

EDUCATION AND EXPERIENCE:

- High-school diploma or GED
- Experience in food and beverage

JOB PERFORMANCE STANDARDS:



Job performance criteria include, but are not limited to, the following:

- Performs duties as assigned within the allowed time period
- Adheres to safety practices and procedures
- Deals tactfully with any and all complains and problems that arise from both employees and customers
- Performs duties with a minimum of direction and supervision
- Establishes and maintains effective working relationships employees and customers

EQUAL OPPORTUNITY EMPLOYER

The City of Polson is an equal opportunity employer and does not discriminate on the basis of race, religion, color, creed, national origin, sex, marital status, family status, religious beliefs, age or mental/physical disability unless such disability effectively prevents the performance of the essential duties required of the position and which are bona fide occupational qualifications that cannot be accommodated without undue hardship to the City of Polson.

By signing this document, the employee acknowledges the duties and responsibilities contained within as well as received, read and understands the contents of this document.

Printed Name: _____

Signed _____ Date _____

Supervisor Name: Pat Nowlen, Director of Parks and Recreation

Signed _____ Date _____