



REDCO

**REDDING RANCHERIA ECONOMIC
DEVELOPMENT CORPORATION
JOB DESCRIPTION**

JOB TITLE:	Food Server
ENTITY:	Hilton Garden Inn
REPORTS TO:	General Manager
GRADE:	Range 1
FLSA STATUS:	Non-exempt
SUPERVISES:	None
JOB SUMMARY:	This team member serves food and beverages at designated areas of the Hotel to maximize guest satisfaction

ESSENTIAL DUTIES AND RESPONSIBILITIES

The essential duties and responsibilities outlined here are representative of those that must be met by the team member to successfully perform the essential functions of this position, however, are not all inclusive:

1. Attends training classes that are scheduled by the Hotel
2. Maintains the level of service standards and adhere to these as established by the organization
3. Practices personal hygiene as per set rules and regulations
4. Greets and seats guests in a professional, courteous, and friendly manner, whenever the designated team member is unable to do so
5. Ensures correct order taking from the guest(s)
6. Receives payment for all items served
7. Properly accounts for service by following all established bookkeeping policies and procedures
8. Suggests upsell and/or featured items, thus increasing the average check
9. Ensures timely and correct delivery of ordered items
10. Handles all guest complaints immediately; informs Supervisor and/or General Manager when necessary
11. Thanks guests upon departure and invites them to return
12. Performs side-work as assigned
13. Maintains stations in a clean and orderly fashion
14. Assists other team members when not busy
15. Attends department meetings whenever scheduled
16. Handles multiple calls to avoid delay in responding to guests in a timely manner
17. Answers the room service phone promptly, within three rings, clearly identifying the department to the guest
18. Speaks pleasantly in a friendly tone
19. Maintains a complete understanding of the menu and daily specials to fully inform the guest

20. Uses suggestive selling techniques in order to help a guest make their meal more enjoyable, by suggesting items, such as appetizers, soups, etc., and suggests wine selections which would be suitable for their meal selection
21. Follows a prescribed order taking procedure to obtain the room number, guest name, and guest order
22. Keeps informed about kitchen preparation times and/or backlog times in order to keep the guest informed of delivery times
23. Provides additional services to the guest(s) that are not standard services provided by the room service outlet.
24. Other duties as assigned by the General Manager

EDUCATION REQUIREMENTS

The education requirements outlined here are representative of the minimum that must be met by the team member to successfully perform the essential functions of this position; however, higher levels of education than required will be reflected during the recruitment process:

- High School diploma or GED; or six months to one year related experience and/or training; or equivalent combination of education and experience

EXPERIENCE AND KNOWLEDGE REQUIREMENTS

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:

- The ability to read, analyze and interpret common messages, and instructions
- The ability to respond to common inquiries or complaints from guests and have the ability to write communication for services available
- The ability to work mathematical concepts such as addition, subtraction, multiplication, and division
- The ability to apply concepts such as fractions, percentages, ratios, and proportions to practical situations
- The ability to define problems, collect data, establish facts, and draw valid conclusions

PHYSICAL REQUIREMENTS

The physical demands described here are representative of those that must be met by a team member to successfully perform the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions:

- The ability to climb stairs and ladders, stand, walk, reach with hands and arms, climb or balance, stoop, kneel, crouch, crawl, push, pull, or sit for an extended period of time, up to eight (8) hours or more, is required
- The team member frequently is required to taste or smell

- The team member must occasionally lift and or move up to 10-15 pounds on a daily basis and up to 25 pounds on a weekly basis
- Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and ability to adjust focus

WORKING CONDITIONS

The work environment characteristics described here are representative of those a team member encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions:

- The noise level in the work environment is usually moderate
- Team members will travel through the Hotel to accomplish given tasks and will interact with both guests and team members on a regular basis

OTHER INFORMATION

- Native American Preference Policy applies
- RREDCO is a drug-free workplace; applicants must be able to pass a pre-employment drug and alcohol screening
- This job description does not list all the duties of the job. You may be instructed by management to perform other tasks or functions
- This job description is not a contract for employment. Employment with RREDCO is considered "at-will"
- Must be able to comply with the RREDCO Common Language Rule
- Reasonable accommodations may or may not be made dependent upon the nature of the work required by the position
- RREDCO reserves the right to add, delete or modify without notice

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