



SERVER JOB DESCRIPTION

Objective: To adhere to all Ninety Nine policies related to personal conduct, uniform, appearance, guest service and relations. To exhibit a “Passion to Serve” to all of our guests and become “Best of Class” in our segment of the restaurant industry.

Essential Functions:

1. Responsible and liable for sales recorded on the register under your server number.
2. Responsible for delivery of the **Ninety Nine Service Fundamentals** to each guest 100% of the time with a pleasant courteous attitude. Servers make specific suggestions regarding food and beverage service.
3. All guests must be made to feel welcome upon arrival and thanked upon leaving.
4. Responsible to assist in training new team members in the Ninety Nine corporate policies and procedures.
5. Responsible to know: service procedures, glasswares, garnishes, food and drink prices, food portions, accompaniments and proper sales procedures.
6. Responsible to complete daily side work duties; before, during and after each shift. Stock food products, paper products, eating utensils and miscellaneous supplies.
7. Responsible to know the operation, maintenance and cleaning procedures for any equipment used in the performance of your job.
8. Responsible to know and adhere to all regulations regarding responsible service of alcohol in accordance with Ninety Nine Policies and State Laws.
9. Responsible for recognition and handling of disorderly or intoxicated patrons.
10. Maintain brand standards of high quality and integrity.

Feedback:

1. Periodic team member meetings
2. Pep Talks
3. Performance Reviews



Physical Requirements:

1. Ability to stand up to 12 hours a day
2. Ability to lift up to 25 lbs.
3. Frequent carrying and twisting
4. Ability to reach, lift and stand while twisting
5. Ability to climb stairs
6. Bending, stooping, stretching and reaching are occasional requirements.

Service Fundamentals – Server:

- Smiling, friendly greeting
 - Begin to establish a relationship
- Specific non-alcoholic and alcoholic beverage suggestions
 - Drinks of the day used from beverage suggestion calendar
- Specific appetizer suggestion
 - LTO, guest count builder or restaurant daily special.
- Specific entrée(s) suggestion
 - Featured LTO items, guest count builder items, restaurant daily special
- Two bite check back
 - Be sure all is perfect
- Beverage refill offer
 - Upon second return visit once entrees are served.
- Specific dessert suggestions
 - Upon second return visit, suggest LTO item, petite treat or restaurant daily special. Deliver dessert menu.
- E-club or promotional mention
 - Describe featured event to guest.
- Rapid check processing
 - Have check prepared, return promptly to collect payment
- Sincere thank you and welcome/invite back
 - Show your appreciation for your guest visiting the Ninety Nine