

**Job Title:** Server Shift Leader

**Reports:** Food and Beverage Director

**Summary/Objective:**

The Server Shift Leader is primarily responsible for greeting, servicing, and ensuring each guest receives the upmost excellent customer service. Must ensure each guest is provided with proper information. Also, must make sure all the serving staff is promoting Tullymore Golf Resort in the proper manner.

**Job Functions:**

- Performs all pre/post work duties.
- Provides excellent customer service to all guests upon arrival by seating them and providing them the correct menu.
- Takes food and beverage orders and provides them with to the chef/bartender.
- Ensure all food and beverage orders are serviced to the guests in a timely professional manner.
- Monitors section to ensure guests need are met.
- Busses section when necessary and presents the bill to the guest in a timely manner.
- Handles all cash, credit card and member charges as described by the standard operating procedures.
- Maintains a clean and professional work area.
- Attends staff meetings as required.
- Always complies with all state, local and club laws/policies.
- Helps select, train, supervise, and evaluate service staff.
- In charge of the overall maintenance, cleanliness, and safety of the dining room by acting as the Dining Room Manager in the absence of the Dining Room Manager.
- Provides feedback/recommendations to applicable managers about the layout and design of the dining hall.
- Assigns all cleaning tasks to staff before each shift.
- Suggests when additional service supplies and small equipment are needed.
- Enforces established rules, regulations, and policies.
- Other duties deemed necessary by supervisors.

**Prerequisites:**

Must have excellent oral communication, excel within a team dynamic, strong organizational skills, and exceptional time management. Also, have outstanding customer service.

**Preferred Experience:**

Experience in the golf industry, as well as, customer service or experience as an F&B Manager.

**Position Type and Hours of Work:**

This is a part-time seasonal position, which averages between 25 - 40 hours per week.

**Physical Demands:**

Must be able to lift material that could weigh up to 20 pounds and move material that could weigh up to 50 pounds. Also, stand, walk, and working in a fast pace environment that requires you to be on your feet for long periods of time. Could experience temperatures as warm as 100 degrees and as cold as -4 degrees.