**Job Title: Server Assistant Department: Food &Beverage**

**Reports to: Food and Beverage Manager Effective Date: March 1, 2025**

**Job Summary:**

*A GIGCC server assistant must maintain clear communication with and make themselves available to the servers. He/she must be sensitive to the needs of the members and guests throughout the Clubhouse and especially in the dining rooms. Remember to work as a team, ask for help when you need it and offer help wherever it is needed. The server assistant must respect fellow Club employees and promote a sense of camaraderie as teamwork and gracious hospitality are hallmarks of our club.*

**Key Responsibilities:**

* Report to your position at your scheduled time, in proper uniform and properly groomed.
* Understand and practice the GIGCC attendance policy.
* Communicate to your manager upon arrival.
* Ensure the dining room is set and ready 15 minutes prior to opening, having all of the opening sidework complete. Also confirm the room is fully functional, reporting any maintenance and housekeeping issues to management.
* Attend required pre-meal meetings
* Assist the servers in expediting requests immediately and effectively.
* Run food from the kitchen to the dining room floor.
* Respond to all member requests quickly and efficiently.
* Display teamwork and cama

**Required Skills, Abilities and Experience:**

* Knowledge of appropriate table settings and service ware.
* Ability to relate to members and follow proper etiquette guidelines.
* Ability to read, write and speak the English language sufficiently to understand menus, record orders, communicate with members and their guests to explain all food offerings and record special requests.
* Ability to remember, recite, upsell and promote a variety of menu items.
* Ability to move throughout a crowded dining room and outdoor areas to serve guests.
* Ability to to effectively deal with member and guest complaints and concerns in a courteous and professional manner. This involves carefully listening to the nature of the concern, demonstrating empathy and providing a positive, proactive solution.

**Note:** This job description in no way states or implies that these are the only duties to be performed by the employee occupying this position. Employees will be required to perform any other job related duties assigned to them by their manager or supervisor.