

Job Title: Wait Staff
Department: Wait Staff
Reports to: Wait Staff Supervisor

Key Areas of Responsibility:

- Serves food and beverages to guests in the dining room, the Sunset Lodge Hill Pavilion, or other areas of the resort.
- Responsible for providing excellent customer service and greeting guests.
- Sets up dining room before meals.
- Prepares tables by setting up linens, silverware and glasses, fills salt and pepper shakers, and water bottles.
- Answers questions about menu items, food sensitivities and food substitutions.
- Takes accurate food and drink orders and communicates order details to the kitchen staff.
- Stays up to date on menu changes or specials.
- Delivers food and drink orders to tables.
- Checks on guests to ensure meal satisfaction and resolve any complaints.
- Clears away dirty plates, glassware, and flatware and cleans tables after guests have finished.
- Prepares fruits and salads.
- Washes glasses and silverware.
- Prepares and packages individual place settings.
- Replenishes condiment and napkin containers.
- Sweeps and cleans the dining room or lodge.
- Organizes condiments and pours syrup or salad dressings for serving.
- Other duties as assigned by the Wait Staff Supervisor.

Education:

- 10th Grade or higher

Experience:

- Prior experience in food service is a plus.

Training:

- StateFoodSafety certification is a plus.

Knowledge and Characteristics:

- Effective communication and active listening skills for conversing with guests.
- Excellent customer service skills. Must be approachable and friendly.
- Ability to accurately report customer orders.
- Ability to comfortably wait on 15-20 guests per meal.
- Ability to lift up to 25 lbs. with assistance.

Tools/Equipment Used:

- Kitchen utensils
- Bread slicer
- Serving cart
- Coffee Maker

Terms of Employment:

This is a full or part-time seasonal position from mid-April through mid-November with spring cleaning beginning in early to mid-March. Work will be mainly indoors but will require some outdoor work when meals are served at the Sunset Hill Lodge Pavilion. There are two shifts for the wait staff. First shift is from 7 am until 3 pm, Second Shift is from 3 pm until approximately 9 pm. Days will vary including weekend and holidays and may include some overtime.

This job description is not intended to and does not create a contract or offer of employment. If hired, employment will be on an at-will basis and can be terminated by either party.