

Job Title: Wait Staff**Department: Food Service****Reports to: Dining Room Manager**

Capon Springs and Farms is a family style mountain resort where family and friends meet in a relaxed country atmosphere. We are currently seeking friendly servers to provide an exceptional dining experience to our guests. Meals are home cooked and served family or buffet style in the main dining room or at the Sunset Hill Lodge Pavilion. As a direct guest facing position our wait staff play a vital role in fostering a welcoming environment and providing top notch customer service from start to finish of the dining experience.

Capon Springs and Farms proudly offers a rich history, steeped in tradition and a commitment to our guests and co-workers. We invite you to learn more about our culture and company at www.caponsprings.net.

Key Areas of Responsibility:

- Greets all guests in a friendly, warm, and welcoming manner consistent with Capon's standards.
- Accurately takes food and beverage orders in a quick and efficient manner.
- Maintains knowledge of Capon's menu in order to answer guests' questions including possible substitutions for special dietary needs or restrictions.
- Informs kitchen staff of amount of food needed and delivers orders to guest's tables using a serving cart.
- Periodically checks on guests during the meal to ensure an optimal dining experience and that all needs have been met.
- Resolves any guest complaints, dissatisfaction, or other issues and keeps the dining room manager informed of any issues.
- Clears tables after each course and replenishes beverages as needed.
- Takes dessert orders and delivers them to tables, may serve deserts for special occasions such as birthdays or anniversaries.
- Completes daily set up of the dining room before each meal including refilling napkins, and condiments, placing silverware and glassware on tables.
- Responsible for general cleaning of the dining room area including wiping tables, sweeping and mopping.
- Other duties as assigned by the Dining Room Manager.

Education:

- 10th Grade or higher

Experience:

- Prior experience as a server or in food service is a plus.

Training:

- State food safety certification is a plus.

Knowledge and Characteristics:

- Knowledgeable of correct serving practices and the rules of sanitation and safety as applied to kitchen and food service areas.
- Ability to interact courteously with diverse groups of guests.
- Excellent customer service skills and the ability to converse with guests and coworkers.
- Must be able to walk at a fast pace and push a serving cart.
- Must be available to work a varying schedule including evenings, weekends, holidays, and overtime to accommodate business needs.
- Ability to lift up to 10 lbs.
- Ability to wait on an average of 15 to 20 guests per meal.

Terms of Employment:

Full- or part-time seasonal positions beginning in late April through mid-November. Work is mainly indoors in a controlled environment but may require some outdoor work when meals are served at the Sunset Hill Lodge Pavilion. Days and hours will vary but will include some longer shifts with extended breaks between meals. Base salary plus tips after training period.

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.