



Wait Staff

Seasonal / Full or Part Time / Day, Evening, Split Shift

Department: Wait Staff

Reports to: Wait Staff Supervisor / Dining Room Manager

Starting Wage: \$5.50 hour + Tips

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.

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 wait staff supervisor or 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 Wait Staff Supervisor or Dining Room Manager.

Education:

- 10th grade or higher, high school diploma or GED preferred.
- State food safety certification or county food handler's card is a plus.

Knowledge and Experience:

- Knowledgeable of correct serving practices and the rules of sanitation and safety as applied to kitchen and food service areas.
- Excellent customer service skills and the ability to interact courteously with diverse groups of guests and coworkers.
- Must be able to walk at a fast pace and push a serving cart.
- Ability to lift up to 10 lbs.
- Ability to wait on an average of 15 to 20 guests per meal.
- Ability to maintain a professional, courteous working relationship with co-workers.

About Us:

Capon Springs is a seasonal mountain resort in the foothills of Hampshire County, WV. Our season typically runs from early May through mid-November. Co-workers must have flexibility in their work schedule, including weekends, and holidays, and possible overtime during the peak season. Starting pay is based on experience and education. Benefits for seasonal co-workers include free meals during the work shift; co-worker events and activities; discounts on goods and services at the resort; eligibility for AFLAC insurance plans; and 401k with employer match.

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/careers.