



HAZELTINE NATIONAL GOLF CLUB

DINING ROOM SERVER

REPORTS TO: DINING ROOM MANAGER

PART TIME/SEASONAL POSITION

HAZELTINE GENERAL STANDARDS

- Know and understand the Hazeltine Mission Statement
- Understand the impact of your role on Hazeltine's Business Success
- Adhere to Standard Operating Procedures and instructions from Superiors
- Be counted on to deliver on commitments
- Take ownership in identifying/solving problems
- Take initiative to get things done, even when it's outside of the job description
- Continuously improve work quality and the capacity to take on more work
- Consistent in your work product, attitude and commitment to Hazeltine
- Courteous and respectful to members, guests and co-workers
- Elevate your co-workers through teamwork and cooperation
- Take workplace safety seriously for yourself and your co-workers
- Conduct yourself in accordance with Club policies as stated in the employee handbook (ie. Ethical standards, harassment, discrimination, drug free workplace, off-duty conduct and conduct at work)
- Arrive on time as scheduled and ready to work
- Maintain a personal appearance in line with Club policy, including uniform requirements
- Show a positive work attitude every day
- Show sound judgment and make good decisions at all times

POSITION SUMMARY/VALUE STATEMENT

The Dining Room Server is to promptly serve food & beverages to Members/Guests in an efficient and courteous manner in accordance with Hazeltine National Golf Club's mission statement.

KEY RESPONSIBILITIES

SERVICE

- Know and perform all service standards set by the Club as listed in the Service Manual
- Attend pre-meal meetings and make sure you understand all specials and wine features
- Understand and use the proper sequence of service
- Be on the floor at all times to ensure accessibility to Members
- Demonstrate suggestive selling techniques
- Know and use proper procedure for serving wine to Members and Guests
- Communicate clearly with the kitchen on all special requests
- Advise Manager on Duty of any complaints as soon as they occur
- Responsible for accurate billing of all member and non-member tickets
- Perform duties as required or requested while maintaining a positive attitude at all times – SMILE!

PRODUCT KNOWLEDGE

- Have menu knowledge to include price, portion, preparation, and plate presentation
- Must know all current beverage offerings and be able to advise Members and Guests on choices
- Understand food allergies and current food trends to ensure safety for all Members and Guests
- Attend training programs such as Alcohol Awareness, Wine Training, Safety Training, etc. as required by Management

SKILLS/QUALIFICATIONS

- Must be of legal beverage service age
- High School diploma preferred
- Must be able to stand for long periods of time (6-8 hrs)
- Must be able to lift up to 50lbs on occasion
- Some bending, twisting and squatting may be needed
- Adhere to appearance standards as described in the employee manual