

# Job Description: Assistant Server / Food Runner

**Job Title:** Assistant Waitstaff

**Location:** FOH and Pool Area

**Reports to:** Club House Manager and Supervisors

**Position Type:** [ Part-time/Seasonal]

**About Us:** Great Oaks Country Club was founded in 1971 and nestled in the rolling hills of Oakland County is in the heart of Rochester, Michigan and one of metro Detroit's best kept secrets. Once a Black Angus farm, Great Oaks was purchased from Howard McGregor, a prominent businessman of the Rochester Area, by the Slavik family in 1968 for development. Great Oaks championship golf course was the vision of renowned course architect William Newcomb.

## Job Summary:

The Assistant Server provides a crucial role in supporting the waitstaff and ensuring a smooth dining experience for our guests. This position is responsible for assisting with various tasks, including table setup, clearing, and beverage service, and food running to provide outstanding customer service.

## *Duties/Responsibilities:*

### **Table Setup and Preparation:**

- Set up and arrange tables with flatware, glassware, and napkins before guest arrivals making sure the table flatware and glassware are clean.
- Ensure that tables are clean and properly organized for a seamless dining experience.

### **Beverage Service:**

- Assist in serving beverages to guests, including water, coffee, and other non-alcoholic options.
- Keep drinks refilled and assist in delivering orders from the bar.

### **Guest Assistance:**

- Respond promptly to guest requests, such as providing extra condiments, refilling drinks, or assisting with special requests.
- Maintain a professional and courteous demeanor when interacting with guests.

### **Table Clearing and Resetting:**

- Clear used dishes and utensils from tables promptly and efficiently
- Reset tables for the next guests by ensuring they are clean and properly set up.

### **Support Waitstaff:**

- Assists with waitstaff in any way necessary to enhance service, including running food orders and assisting with special requests.
- Deliver food orders to customers quickly and accurately.

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- Work as a team to ensure a positive dining experience for guests.
- Relay reports of customer satisfaction to the management or relevant parties

## **Assist in Cleaning and Maintenance:**

- Help maintain the cleanliness and organization of the dining area and workstations.
- Uphold sanitation and food safety principles.
- Report any maintenance issues or equipment problems to supervisors.

## **Product Knowledge:**

- Stay informed about menu items, ingredients, and preparation methods.
- Assist guests in answering basic menu questions or making simple recommendations and handling various impromptu requests from customers.

## ***Required Skills/Abilities:***

- Previous experience as an assistant server or in a similar role is preferred.
- Excellent interpersonal and customer service skills.
- Well-organized with ability to take and place food and beverage orders accurately.
- Ability to work well in a team and follow instructions from the waitstaff and supervisor.
- Ability to multitask and work efficiently in a fast-paced restaurant environment.
- Positive and customer-oriented attitude

## ***Education and Experience:***

- Must be at least fifteen years old (at least 17 years old to serve alcoholic beverages).
- Previous experience as an assistant server preferred.

## ***Physical Requirements:***

- Prolonged periods of standing and walking.
- Must be able to lift, balance, and carry trays of food weighing up to 25 pounds.