

Job Description: Waitstaff

Job Title: Waitstaff

Location: FOH and Pool Area

Reports to: Club House Manager and Supervisors

Position Type: [Full-time/ 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:

As a member of our waitstaff team, you will play a key role in creating a positive dining experience for our guests. The Server provides table service to restaurant patrons by taking orders for food and beverages, delivering orders to the table, and ensuring that patrons have a pleasant dining experience.

Duties/Responsibilities:

Greeting and Seating Guests:

- Greet members or customers as they are seated at the table, addressing regular members by their formal name. Ensures the table is clean and that utensils, napkins, and other needs have been provided.
- Distributes menus, offer specials, promotions, and take drink orders while guests look over the menus.

Order Taking and Accuracy:

- Answers all questions regarding the menu.
- Taking precise and accurate food and beverage orders from guests
- Communicating special requests or dietary restrictions to the kitchen staff

Food and Beverage Service:

- Serving food and drinks promptly and courteously
- Delivers food, beverages, condiments, and other requested items to customers.
- Checking in with guests to ensure satisfaction and address any concerns.
 - Ensures that food is prepared correctly and to customers' satisfaction; returns incorrect or improperly cooked orders to kitchen.
 - Collects plates and clears the table as customers finish their meals.

Up-selling and Recommendations:

- Recommending additional menu items or specials based on guests' preferences.
- Suggesting appropriate wine pairings or beverages to complement the meal.

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Payment Processing:

- Prepares members checks checking for accuracy of member's number. Whenever possible obtain a signature from the member.
- Ensuring overall cleanliness and organization of the dining area.

Maintaining Cleanliness:

- Clearing and cleaning tables promptly to prepare for the next guests.
- Assists with other restaurant tasks such as preparing silverware and condiments.
- Assisting in the overall cleanliness and organization of the dining area.

Product Knowledge:

- Staying informed about menu items, ingredients, and preparation methods
- Keeping up to date with any menu changes or specials

Teamwork and Communication:

- Collaborating with kitchen staff, bartenders, and fellow servers to ensure smooth service.
- Communicating effectively with colleagues and superiors.

Required Skills/Abilities:

- Excellent interpersonal, customer service skills, and communication skills.
- Well-organized with ability to take and place food and beverage orders accurately.
- Knowledge of food and beverage service techniques, including wine service.
- Ability to multitask in a fast-paced environment.
- Attention to detail and a positive, customer-oriented attitude.
- Ability to operate point-of-sale systems.

Education and Experience:

- Must be at least sixteen years old (17 years can serve alcoholic beverages but must be supervised by a 21-year-old).
- Previous experience as a server or waitstaff in a restaurant or similar setting is preferred.
- Must successfully complete restaurant training course.

Physical Requirements:

- Ability to stand and walk for extended periods of time.
- Must be able to lift, balance, and carry trays of food weighing up to 25 pounds.