



Hacienda Sarria
Job Description: Service Staff

Position Statement:

The Service Staff role is to execute the timely and organized service of food and beverage during events.

Reporting To: Event Manager

Responsibilities and Duties:

- Have an acute knowledgeable of food and beverage menu
- Monitor and observe the guest dining experience
- Deliver food and beverages from kitchen and bar to guests in a timely matter
- Respond promptly and courteously to any requests
- Be ready and willing to assist fellow team members as situations arise
- Demonstrate respect and courtesy for all individuals encountered on the job- guests, management and team members
- Be available to fill in as needed to ensure the smooth and efficient operation of the event as directed by the Event Manager or immediate supervisor
- Assist with any serving or clearing where required
- Assist other FOH staff to perform event set up, bussing tables, food service, making cocktails, serving guests, assisting event staff and opening and serving wine, when needed
- Assist in bar-back duties when required
- Bartend as required - make and serve drinks to guests and handle cash efficiently and correctly
- Polish glassware and cutlery
- Tear down and stow all required furniture and accessories
- Clear away any debris left behind from event
- Assist kitchen clean up

Competencies & Requirements:

- 2 years minimum of food service experience including fine dining, wine service, and tableside service preferred
- Smart Serve certification is mandatory
- Knowledge of wine, spirits and beer
- Excellent customer service skills
- Strong attention to detail

- Must remain calm and professional in a fast paced environment
- Ability to lift up to 25lbs
- Able to perform at, or above shoulder-level and extend from waist frequently during shifts
- Must be able to stand, walk and move through all areas of the venue for 8+ hours
- Able to work outdoors in warmer months for short periods of time
- Flexibility to varied tasks and working hours
- Evenings, weekends and holidays are required
- Other duties as assigned