

Title: **Server**

About the Organization The Hamilton Club is Lancaster's finest private social club, where members of the community gather for relaxation and camaraderie. The Club's refined surroundings, fine dining, business accommodations, stimulating social activities and recreation, fitness and athletic opportunities make it the place where friends, family and business associates come to "live well" as they enjoy the amenities and advantages of a private social club.

Member benefits include the Club's social and fitness activities (including duckpin bowling, onsite health club with 24/7 access, and two full-size squash courts), plus privileges at over 75 reciprocal clubs around the country and abroad, and the ability to book private events in any of the Club's banquet rooms.

#### WHO WE ARE

The Hamilton Club is a private social club with an unwavering commitment to providing personalized attention and exceptional life-enhancing experiences to help its members *Live Well*.

Description **The Hamilton Club of Lancaster** is seeking Servers with Fine Dining and/or Fast Casual Dining experience to join our team. The Dining operation consists of lunch and dinner service across two dining rooms and two full service bars. The restaurant menu is contemporary club classics and often features seasonal and local ingredients. The bars feature fine wines and considered one of the best Whiskey bars in downtown.

#### Character:

- Follows department and Hamilton Club policies and procedures including, but not limited to parking, cell phone use and conduct on the floor. Acts ethically and honestly at all times.
- Adheres to all uniform, grooming & hygiene standards and maintains a professional appearance at all times.
- Knowledgeable of all aspects of daily Club operations including events and operating hours.
- Arrives to work on time. When necessary, follows proper procedures for tardiness, calling out and requests off.
- Displays commitment to the Club by demonstrating initiative toward assigned tasks and willingness to learn
- Works effectively and efficiently with other club staff
- Follows verbiage standards when interacting with members and guests. Effectively communicates with management and peers
- Makes a considerable effort to go "Above and Beyond" to exceed member and guest expectations. Is attentive to members/guests and tries to anticipate their needs on a consistent basis. Takes pride in service.

#### Responsibilities:

- Ensures that all side work and room setups are completed efficiently and to standards. Takes the initiative to complete duties during down time.
- Cleanliness and sanitation of dining rooms, side stations and kitchen areas.

- Recites specials, menu information and has the ability to answer questions at the table in a confident and professional manner.
- Follows all service standards on a consistent basis including but not limited to, clockwise movement around the table, serving and clearing from the appropriate side, repeating food/beverage orders when taking orders and when serving them. Serves ladies before gentleman, table setup and maintenance and etiquette standards.
- Complete knowledge of all food menus including the preparation and presentation of those items.
- Complete knowledge of all beverage and wine menus including the preparation and presentation of those items.
- Demonstrates proper table side wine service
- Obtains food and beverage orders in an efficient and accurate manner. Communicates the orders with members/guests and, when necessary, other service staff. Communicates all special requests to expo/runners and/or culinary.
- Knowledgeable of the Club's point of sale system and uses it efficiently and accurately on a consistent basis.

## **QUALIFICATIONS**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

## **EDUCATION and/or EXPERIENCE**

High school diploma or general education degree (GED); or one to three months related experience and/or training; or equivalent combination of education and experience.

## **LANGUAGE SKILLS**

Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to write routine reports and correspondence. Ability to speak effectively before groups of customers or employees of organization.

## **MATHEMATICAL SKILLS**

Ability to calculate figures and amounts such as discounts, interest, commissions, proportions, percentages, area, circumference, and volume.

## **REASONING ABILITY**

Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form.

## **PHYSICAL DEMANDS**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee is regularly required to stand, walk, and talk or hear. The employee frequently is required to use hands; reach with hands and arms; and climb or balance. The employee is occasionally required to sit and taste or smell. The employee must regularly lift and/or move up to 10 pounds and occasionally lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and ability to adjust focus.

## **WORK ENVIRONMENT**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is usually moderate. Employees in this position must have good listening and verbal communication skills in order to successfully work with the kitchen, other staff members, management and members at variable noise levels.

*A review of this description has excluded the marginal functions of the position that are incidental to the performance of fundamental job duties. All duties and requirements are essential job functions.*

*This description in no way states or implies that these are the only duties to be performed by the employee occupying this position. Employees will be required to perform any other job-related duties assigned by their supervising manager and/or other club staff personnel.*

*This document does not create an employment contract, implied or otherwise, other than "at will" employment relationship*

**Part Time**

**Non-Exempt**

**Drug Free Work Environment**