



Ho-Chunk Nation

Job Description



TITLE: FINE DINING SERVER		JOB CODE: FDSE
BUSINESS	EEO: 8	PAY GRADE: 2
NON-EXEMPT	FLEX	FUNDING SOURCE: NPD
HO-CHUNK PREFERENCE		

"All employees are subject to the Drug, Alcohol and Controlled Substance Policy."

All employees will be required to attend orientation or training to attain knowledge of the history, culture and traditions of the Ho-Chunk Nation – Resolution 08-20-13K

POSITION OVERVIEW

The qualified candidate for this position will be able to provide attention to detail, be meticulous, and show remarkable teamwork. The suitable candidate will serve drinks and meals and exceed guests' expectations, which ultimately enhances every interaction for our guests and employees; customer service is our top priority for internal and external guests.

PERFORMANCE-BASED JOB FUNCTIONS AND OBJECTIVES

1. Inform guests about our food, specials, and menu changes, making recommendations you genuinely feel your guests will enjoy.
2. Answer questions about our food, beverages, and other restaurant services.
3. Respond promptly and courteously to any requests.
4. Clear table of used service ware as guests allow throughout their meal.
5. Thank the guest for their visit and invite them to return.
6. Upholds cleanliness standards for the station and shared areas of responsibility.
7. Follow all company and departmental policies and procedures.
8. Performs other duties as assigned.

JOB RESPONSIBILITY

Job Reports to	Supervisor – See Organizational Chart
Leadership Accountability	None
Supervisory Accountability	None
Organizational Accountability	None
Financial Accountability	None
Customer Accountability	Interfaces with outside customers
Freedom to Act	Subject to regular review by supervisor

MINIMUM QUALIFICATIONS

EDUCATION:

1. High school diploma or equivalent.



ESSENTIAL:

1. Successful completion of criminal background check and drug screen. Must not be convicted for a crime of moral turpitude, including theft.
2. Current ServSafe certificate preferred.
 - a. ServSafe certification is required within one (1) month of regular employment.
3. Able to obtain food handler's card where required.

EXPERIENCE:

1. One (1) year of fine dining restaurant experience is preferred.

KNOWLEDGE, SKILLS, ABILITIES REQUIRED

1. Ability to maintain a professional demeanor in stressful situations is necessary.
2. Accurate cash-handling experience and good mathematical skills are required.
3. Must work well with people; possess excellent customer service skills and show sensitivity to diverse cultures.
4. Must possess strong oral and written communication skills.
5. Must possess basic computer skills.

WORK PLACE RESPONSIBILITY

1. Maintains a safe and healthy workplace environment.
2. The department manager ensures that all department employees receive appropriate training coaching and understand the applicable procedures to perform their assigned work safely.

WORKING CONDITIONS

1. See the Physical Demands worksheet.
2. Must be able to work in a loud, fast-paced environment.
3. Able to work varied hours and shifts, including evenings and weekends.