



Bistro Server

Role Overview:

As a Server at the Bistro, you'll play a pivotal role in creating exceptional dining experiences for our guests. You'll guide our guests to enjoy our thoughtful, handcrafted menu, champion our commitment to offering delicious plant-based options and foster a sense of community and environmental responsibility.

Reports to: Restaurant Manager

Primary Duties:

- Extend a warm, personalized welcome to each guest, setting the stage for a memorable dining journey.
- Articulate menu offerings, flavor profiles, and sourcing details with passion and expertise.
- Take orders accurately and efficiently, ensuring special dietary needs are accommodated with care.
- Collaborate closely with the kitchen team to ensure prompt and accurate delivery of food.
- Serve food and beverages in a prompt, professional, and courteous manner.
- Foster genuine connections with guests, leaving a lasting impression through authentic engagement and attentive care.
- Continuously check on guests to ensure their satisfaction and address any concerns promptly and courteously.
- Clean designated areas, including opening and closing routines, and following hygiene requirements.
- Ensure that customers are correctly charged and take payment in accordance with the Bistro cash handling procedures.
- Work as part of a team, maintaining open communication with front-end colleagues and kitchen staff.
- Accurately process daily cashouts at end of each shift.
- Follow all established health and safety guidelines. Follow proper reporting procedures for accidents and incidents.



- Promptly attend to customer complaints in a professional and courteous manner.
- Maintain the clean and welcoming appearance of all serving areas.
- Maintain a professional appearance, demeanor, and attitude at all times.
- Attend meetings and training courses as required.
- Other duties as assigned.

Requirements:

- Minimum 1 year of restaurant service experience.
- Proven strong customer service skills.
- ProServe Certification.
- Ability to effectively communicate, both verbally and in writing.
- Ability to work well under pressure.
- Strong attention to detail.
- Professional appearance and manners.
- Strong work ethic and positive team attitude.

Working Conditions

- Manual dexterity required to use computer and peripherals.
- Overtime as required.
- Lifting or moving up to 20 lbs may be required.
- Exposure to extremely hot and extremely cold liquids, barware etc.
- Ability to work a flexible schedule; weekends and holidays will be required, as well as mornings and evenings.