



## Server Responsibilities Policy

### Server Job Description:

Servers should demonstrate genuine hospitality and deliver an exceptional guest experience to their tables. Demonstrating genuine hospitality and delivering exceptional guest services should include, but is not limited to:

- Greeting customers in a timely manner
- Helping guests be aware of and choose menu items, taking orders and making guests feel taken care of during their visit
- Writing down all orders and ringing in all items for guests
- Communicating with management for any guest allergies or upcharges for modifications
- Adhering to company standards for serving alcoholic beverages
- Delivering checks and collecting payments. The inability to collect payments and charge guests properly will result in disciplinary action
- Confirming all tips entered are accurate and applied to the correct credit cards

Besides striving to provide excellent customer service, Servers are also responsible for Restaurant + Patron Safety.

### Liquor Liability Responsibilities:

- Servers must be checking IDS. Physical ID must be presented. We cannot accept a picture of an ID
- Out of state IDs should be checked by a manager
- Guests under 21 cannot be served alcohol even if they are accompanied by a parent or guardian
- Guests cannot order/receive two drinks at the same time.
- Waitstaff cannot be serving guests to the point of intoxication or serving already intoxicated guests.

Failure to adhere to the expectations of the Server Responsibility Policy will result in disciplinary action up to and including termination.

X \_\_\_\_\_ Print                      Date: \_\_\_\_\_

X \_\_\_\_\_ Sign                        Date: \_\_\_\_\_