



## SERVER

Provide friendly, responsive service to create an exceptional experience for every Guest. Each Staff Member's primary objective is to exceed our Guests' expectations, build sales and repeat business. This position performs other related duties as assigned. (Related duties as assigned are duties which may not be specifically listed below, but are within the general occupational series and responsibility level typically associated with this Staff Member's grade of work.)

### DUTIES / RESPONSIBILITIES:

- Provides an atmosphere with the mentality of "Great Memories Happen Here!"
- Greets guest prior to movie, taking guest orders, quickly entering orders into the POS system, utilizing correct sequence, appropriate abbreviations and charges.
- Pulls and enters Guest flags into POS once lights are down.
- Quickly retrieves orders from the bar or kitchen and delivers to appropriate Guest promptly. Servers are responsible for running completed orders to all Guests.
- Servers are the final quality check for all food and drink prior to leaving the kitchen/bar.
- Must possess "stealth like service" ability while in the theaters.
- Encompasses proficient knowledge of the menu in order to explain our menu items to the Guests, inform them of current specials, and answer all questions.
- Is able to identify when a Guest behavior should be called to the attention of a Supervisor.
- Follow alcohol awareness procedures for identifying age, preventing intoxication and dealing with intoxicated Guests, as needed.
- Maintains theater appearance by pre-bussing, checking drink levels, removing clutter and providing adequate napkins, etc.
- Ensures accurate check drop timing by following show the schedule. Ensure all financial transactions are correct. Collects payment (credit cards, cash) for drinks and/or food served. Accurately calculates change due to the Guest and return appropriate amount in a timely matter.
- Keeps station clean, sets up and takes down station appropriately.
- Performs shift change and/or opening or closing duties.
- Adheres to all Majestic safety and sanitation policies and procedures.
- Assists other Staff Members as needed or when business needs dictate.
- Consistently monitor the presentation quality on every screen in your venue and report any issues immediately.

### WORKING CONDITIONS

Work will be performed in a typical theater/restaurant environment. The work involves a majority of standing, bending, stooping, twisting and some minor lifting up to 25 lbs.



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### **QUALIFICATIONS:**

- Possess a positive attitude and an outgoing personality.
- Excellence staff and guest relation skills.
- Work in a standing/bending position for long periods of time (up to 8 hours).
- Communicate and understand the predominant language(s) of our Guests.
- Able to safely lift and easily maneuver large volumes of food and beverages frequently weighing up to 20 - 25 pounds.
- Able to read and write handwritten notes.
- Local Health Cards (as required) and valid ABC Certification are required.

**HAZARDS:** Only those present in a normal restaurant/theater setting; no known significant hazards. Work performed in the venue has minimal exposure to cleaning chemicals, cooking equipment along with minimal machinery with moving parts.