



SAN JUAN OAKS GOLF CLUB  
DINING ROOM SERVER  
JOB DESCRIPTION

DINING ROOM SERVER  
Job Description Code 7000g

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This position is mainly responsible for ensuring that all guests are greeted in a timely, friendly and professional manner. Taking the guests orders, keeping them organized, and timing the course of service for your guests. Key duties/responsibilities of the Dining Room Server:

- Follow SJO uniform guidelines.
- Follow SJO Alcohol Beverage Policy.
- Follow sequence of service in the Dining room and lounge.
  - Greet guest
  - Seat guest
  - Provide menus/specials
  - Drink order
  - Meal order
  - Refills
  - Food delivery
  - Check in
  - Offer dessert
  - Present bill in timely manner
- Ensure your section is well maintained with clean silverware and glasses.
- Tables are well organized, chairs brushed off and flooring swept or vacuumed.
- Knowing all menu items, and beverages offered is essential.
- Prepare coffee and tea as needed.
- Acknowledge and greet all guests immediately.
- Determine where guests would like to eat their meals and help them get situated.
- When seating guests explain daily specials and present wine list, and drink menu.
- Use suggestive selling and up selling techniques when appropriate.
- Ensure that all orders taken are written down and read back to the guests.
- Prepare and deliver all beverages in a timely manner.
- Follow the wine service steps when appropriate.
- Responsible for running food to tables making sure meals are delivered to the correct guest and that guidelines such as those for special diets are followed.
- Ensure quality check backs are completed in a timely matter.
- Prepare salads, soups, and beverages for guests if needed.
- Properly ring in all orders on EZSuites POS.
- Report all customer complaints to the manager or supervisor on duty **immediately**.
- Clean and refill extra stocking items like polished cutlery, fold napkins, ice, straws, and condiments and setting up tables for special functions.
- Wash glasses and other serving equipment in bar area as needed.
- Ensure proper cash handling procedures are followed when accepting payments for services.
- All vouchers and coupons handed in with closing reports.
- Provide cleaning duties for spilled items.



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- Clear tables and reset them during shifts.
- Assist in refilling and maintaining cleanliness standards for buffets.
- Thank all guests as they are leaving, ask them how their meals are during the meal and before leaving.
- Remove trays and stack dishes for return to kitchen after meals are finished.
- Return the dirty dishes and cutlery in cart to kitchen when full.
- Follow Tip Reporting responsibilities.
- Perform all other duties as assigned by the Manager on Duty.
- Work/assist with banquet or special events as needed

**Physical Demands:** Performing physical activities that require considerable use of your arms and legs and moving your whole body, such as standing, stepping, lifting up to 25lbs., balancing, walking, stooping, and handling of materials. Having excellent hand-eye coordination. Use hands repetitively to handle, or operate standard kitchen and bar equipment; reach with hands and arms. Specific vision abilities required by this job include close vision, distance vision and the ability to adjust focus.