



Job Title: Restaurant Server/ Expediter
Reports To: Captain/ Restaurant Manager

Department: Food and Beverage
FLSA Status: Non Exempt

Job Objective Acts as part of an integral service team providing the utmost of customer service in dining standards to all Mirabel clientele. Is familiar with and complies with the L' Auberge Carmel and Mirabel Hotel and Restaurant Group's Mission and Service Standards as well as Relais & Chateaux's 5 C's and philosophy in performing all key areas of accountability and other essential duties and responsibilities.

Key Areas of Accountability:

- Ensures guest satisfaction in Restaurant Service Operations.
- Performs all Service procedures in an exemplary manner.
- Ensures complete knowledge each night of food and wine to be served.
- Communicates clearly and effectively with Charm and Courtesy.
- Is familiar with and able to sell beverages and extra options.
- Maintains excellent standards of Health and Safety in line with hotel policy and CAL/OSHA requirements.
- Maintains a teamwork orientation toward and among co-workers.
- Is familiar with and able to recommend other Mirabel properties.
- Promote and maintain good working relationships with Mirabel counterparts.
- Responsible for complete restaurant set up before and after dinner service as assigned.
- Assist in the effort to ensure guests are greeted in a warm and timely manner.
- Responds to guest concerns and questions and resolves to guest's satisfaction by trouble shooting or directing guest complaints to appropriate department head for prompt action.
- Able to utilize Open Table system to print reports, read guest request, utilize guest names, and seat guest in the system.
- Able to utilize the Maitre D' Point of sales system effectively and accurately.
- Coordinates and communicates with kitchen staff effectively.
- Assists with wine inventory as needed.
- Assists with silver and glassware inventory as needed.
- Maintains impeccable standards of appearance and standards of silence.
- Ensures restrooms are kept up to guest standards
- Handles all equipment, china, glassware, etc. with care
- Handles all aspects of food service including : Runs food, sets silverware, clears plates, resets tables, offers beverage or coffee service.

Job Description
Page 2

Supervisory Responsibilities: This is a non-supervisory position.

Qualifications: To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

***Education/Experience:** High school diploma or equivalent required; Two years previous restaurant service experience in an upscale or luxury dining facility is required, A strong desire/ passion to learn more about food and wine.

***Equipment/Computer Experience:** Must be experienced with and effectively able to use POS system.

***Language Skills:** Position requires excellent spoken English communications skills, specifically the ability to effectively present information to customers related to food and wine.

***Certificates/Licenses/Registrations:** CPR certification may be required. Must have valid driver's license good driving record, and automobile and associated coverage.

***Other:** Must not pose a direct threat to others.

I acknowledge that I have received a copy of this job description and will be considered responsible for the duties and responsibilities set forth in this description.

Employee Name

Signature

Date