

**City of Prineville**  
**Meadow Lakes Restaurant**

**Wait Staff**

**Position Summary:**

Wait Staff employees at Meadow Lakes serve customers by taking orders, serving food and preparing tables. An important part of the work is to make customers feel welcome and comfortable during their meal. As a waiter or waitress, your main duties would include: greeting customers as they arrive and showing them to their table, giving out menus and taking orders for food and drink, serving food and drinks, dealing with bill payments, and making sure tables are clean and tidy.

All customers and fellow employees at Meadow Lakes are to be greeted and served in a friendly, courteous manner. Such service will ensure the return of our guests/visitors to Prineville, not only perhaps to golf, but also to enjoy the city as a whole.

**Position Status:** \_\_\_\_\_ exempt     non-exempt

**Reports to:** Restaurant Manager and Golf Professional/Facility Manager

**Essential Functions:**

- Greet guests with a smile and cheery greeting. Escort guests to their tables.
- Inform guests of daily specials.
- Takes food and/or beverage orders and relay to kitchen.
- Serves food and beverages.
- Refills drinks throughout the guest's mealtime.
- Check with guests to ensure that they are enjoying their meals and take action to correct any problems.
- Prepares itemized checks.
- Accepts payment and provides proper change or credit card receipts.
- Keep work areas clean and orderly.
- Remove dishes and glasses from tables and take them to kitchen for cleaning.
- Refill condiments at the end of shift.
- Assist other servers with food delivery.
- Silverware is made ready for provision when a new table setting is needed.
- Prepare tables for meals, including setting up items such as linens, silverware, and glassware.
- Check guests' identification in order to ensure that they meet minimum age requirements for consumption of alcoholic beverages.
- Stock service areas with supplies such as coffee, food, tableware, and linens.
- Perform food preparation duties such as preparing salads, appetizers, and cold dishes, portioning desserts, and brewing coffee.

- Adhere to all safety, cleanliness, food handling, and alcohol control standards as set by state regulations and Meadow Lakes Policy.

## **Qualification Requirements**

### **Knowledge, Skills & Abilities**

- Knowledge of exceptional customer service and ability to provide such service.
- Ability to keep orders straight.
- Ability to verbally communicate well with the guests, fellow team members and supervisors. Use active listening – giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.
- Ability to learn and use the computer technology that is required for restaurant operations.
- Knowledge of English, spelling, and arithmetic.
- Basic knowledge of business principles.

### **Special requirements/licenses:**

Food Handlers permit

OLCC servers permit (Must be over 21 years old to tend bar)

### **Education/Experience required:**

Previous customer service experience required. Six + months of service experience preferred. (If bartending is part of position: 1 year or more previous experience bartending preferred. Must be over 21 years of age.)

### **Supervisory Responsibilities:**

None

### **Working conditions:**

While performing the duties of this position, the employee is regularly required to talk, hear, stand, walk and sit. The employee is frequently required to use their hands. You may be required to lift and/or move up to 50 lbs. Good vision is also required.

Employee should have physical stamina and ability to exert maximum muscle force to lift, push, pull or carry objects.

The work environment is mostly indoors. The noise level is typically similar to general office work with telephones, personal interruptions and background noises. The work is performed in a temperature-controlled, well-lit building.