



Boston Pizza Uxbridge

JOB DESCRIPTION LOUNGE SERVER

REPORTS TO: RESTAURANT MANAGEMENT

SUMMARY OF WORK PERFORMED

The lounge server is responsible for the service of all beverages and food to the guests in a prompt, efficient and above all, friendly and courteous manner. They will maintain a high level of service, ensuring that all products served meet Boston Pizza specifications. The Lounge Server will assist in the cleanliness and organization of the lounge and service areas.

DUTIES AND RESPONSIBILITIES

- The Lounge Server is responsible for ensuring that all guests are served in accordance with the high standards outlined in the Boston Pizza.
- Frequent customer contact and high Server visibility in the lounge are to be apparent at all times.
- The Lounge Server will maintain a high level of product knowledge and ensure all menu items served are prepared according to Boston Pizza's standards of excellence.
- The Lounge Server will ensure that all stock on hand meets levels specified by the service supervisor and management.
- The Lounge Server is responsible for enquiring about the guest's experience in a sincere and caring manner. Where necessary involving a manager immediately if and when a negative guest experience is identified.
- The Lounge Server should be knowledgeable on current sporting results and game schedules.
- The Lounge Server is responsible for thanking each and every guest for their patronage in a sincere and caring manner.
- The cleanliness of the dining room and service areas will be a top priority. They will ensure that all checklists and cleaning schedules are followed.
- The Lounge Server will practise the responsible selling and serving of alcohol at all times as mandated in provincial regulations and observed by the respective licensing authorities.
- The Lounge Server will ensure that guests benefit from ongoing and upcoming promotions by staying abreast and helping in the implementation of new promotions.
- The Lounge Server will be responsible for the collecting and submitting of cash and credit cards for all transactions in the lounge.
- From time to time the Lounge Server may be required to assist in the training and development of new employees.
- Co-operation, communication and teamwork are essential for a successful Lounge Server.
- The Lounge Server may or may not be responsible for the handling of cash within the restaurant.
- The Lounge Server will perform other such tasks that may be assigned from time to time.



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Other Duties

- **The cleanliness of the entire restaurant, exterior and parking areas are a top priority of the General Management Team and all employees are expected to ensure the cleanliness of these areas.**

CERTIFICATE REQUIREMENTS

- **SmartServ** – Ontario – smartserv.org