

# Job Description

|                 |                              |
|-----------------|------------------------------|
| Job Title       | <b>Server</b>                |
| Level           | 2                            |
| Reports to      | Restaurant Manager           |
| Employment Type | Full-time/ 12-month position |
| Compensation    | Hourly                       |

We are looking for hospitable and self-motivated individuals who live our values and help bring our approaches to life. In this role you will deliver exceptional, personalized service to our guests. A successful Server understands the importance of being empowered with product and service knowledge in delivering remarkable guest experiences.

## Essential Responsibilities

### Authentic Connections

Creates personalized moments with guests, making TDH a preferred choice

- Approaches shifts with the guest experience in mind, executing service with a smile
- Approaches shifts with a sales mind set, having complete knowledge of the menu, making suggestions and upselling
- Creates a hospitable environment by using the Love our Guest routines to serve guests
- Maintains a clean and service ready bar, making guest feel welcome
- Delights guests with personalized attention
- Works collaboratively with others to promptly meet guest's changing needs
- Ensures accuracy in capturing and communicating guest orders
- Exceeds guest expectations

### Routine Operations

Achieves consistent quality outcomes by performing daily tasks with efficient uniformity

- Exhibits a positive attitude and can-do spirit towards our Love our House approaches
- Complies with safety and sanitation standards to ensure safe and service ready dining areas
- Contributes to our operational excellence by maintaining a clean, organized and stocked service station
- Maintains cleanliness, organization and efficiency in performing daily operations
- Performs routine operations with attention to detail
- Holds self-accountable to meet personal and restaurant objectives
- Demonstrates stewardship of restaurant resources by supporting inventory control systems

### Brand Ambassador

Embodies the brand by living the values

- Assists in creating authentic connections with guests
- Assists in creating a positive work environment
- Recognizes fellow team members with recognition tools
- Supports community relationship building
- Supports company-wide promotions, product launches and product samplings

### Qualifications

- Must be at least 21 years of age
- High school diploma or equivalent preferred

- Minimum of 1 year of service experience
- Computer literacy skills
- Excellent customer service skills
- Demonstrated organizational skills
- Demonstrated ability to work cooperatively with other team members
- Demonstrated ability to communicate effectively with team members and guests
- Demonstrated ability to work in a fast-paced environment
- Ability to reach, bend, stop and frequently lift up to 50 pounds
- Ability to work in a standing position for long periods of time (up to 5 hours)
- Available to work all shifts, weekends and holidays