



## Server | Hilton Garden Inn

---

Join the new Hilton Garden Inn and seize the unique opportunity to help us open and operate this stunning new facility custom designed to offer an exceptional guest experience to Wausau travelers! If you are an energetic hospitality professional or have great work ethic and customer service skills in another industry, this could be the job opportunity for you. We offer an upbeat workplace where teamwork is a must. We happily provide training, free uniforms and annual reviews. Great performance is rewarded with pay raises.

### **Job Summary**

The Server reports to the Food & Beverage Manager and is responsible for providing guests with an excellent dining experience.

### **Responsibilities**

- Prepare tables with special attention to sanitation and order.
- Provide outstanding guest service with a warm hospitality rapport, anticipating guest needs, responding promptly and acknowledging all guests, however busy and whatever time of day.
- Present menus and assist customers in making food and beverage choices.
- Take orders, answer questions or make recommendations for other products.
- Serve food in a timely and pleasant manner.
- Position, prepare, deliver and set up room service consistent with Hilton Garden Inn brand standards.
- Collaborate with other restaurant servers and kitchen and bar staff.
- Maintain impeccably clean restaurant areas at all times, ensuring that all counter tops, utensils, equipment, and refrigeration are in a clean and sanitary condition in accordance with state, county, and company health regulations and work safety regulations.
- Resolve complaints or problems with a positive attitude.
- Issue bill and accept payment.
- Execute cashiering procedures. Open, secure and balance out shift banks to include the verification of all cash, credit card and check transactions during a given shift.
- Check customers' identification and confirm it meets legal drinking age.
- Restock and replenish restaurant inventory and supplies.
- Comply with all food and beverage regulations.
- Other duties as assigned.

### **Qualifications**

- Minimum education of a high school diploma.
- Minimum age of 18 years old.
- Minimum of 1-3 years experience as a server.
- Technology proficient, experience with point of sales system preferred.
- Reliable with strong work ethic, customer service skills, attention to detail, problem solving and verbal and written communication.
- Ability to push, pull, carry and lift 30 pounds on a regular basis throughout the shift. Moving furniture, frequent walking, standing, bending and stair climbing are also regular requirements of the job.
- Ability to perform assigned duties with attention to detail, speed, accuracy, follow-through, courtesy, cooperativeness and work with a minimum of supervision.
- Ability to work harmoniously and effectively with subordinates, peers, supervisors, executives, and the public.