



Antigua Latin Inspired Kitchen

Job Title:	Server	Reports to:	Shift Supervisor, Owners
Department/Group:	Front of the House	Level/Salary Range:	\$3.00 an hour, plus tips, see benefit details below
HR Contact:	Lali Citlali@antiguamilwaukee.com		

Job Description

Job Purpose:

Provide exceptional customer service, and created a unique dining experience for every customer. This position requires having direct contact with the public. Includes serving customers in the dining room and/or catered events.

Duties:

- Follow Antigua's Mission and Values and work with a team work attitude
- Welcome customers and escort them to their tables, and greet newly seated guests in a friendly and timely manner
- Ensure that reservations are taken correctly and courteously
- Present menus to customers and answer questions about menu items, wines, specialty drinks, and make recommendations upon request
- Maintains a thorough understanding of all menu items and is able to answer questions regarding food and drink items and their preparation. Be able to describe ingredients and cooking methods
- Inform customers of daily specials or promotions
- Be able to describe and recommend wines to customers. Serve wines in appropriate glasses, and pour the wines for customers
- Check patrons' identification in order to ensure that they meet minimum age requirements for consumption of alcoholic beverages.
- Follows alcohol awareness procedures for preventing intoxication and dealing with intoxicated guests. Assesses guest demeanor and identifies when behavior should be called to the attention of a Manager.
- Take orders from customers and enter them into Clover Station quickly and in proper sequence, using appropriate modifications and charges. Collect payment from customers, and accurately process discounts and payments
- Prepare and serve beverages when no bartender is on duty
- Check with customers to ensure that they are enjoying their meals and take action to correct any problems.
- Remove dishes and glasses from tables or counters, and take them to kitchen/bar for cleaning
- Clean tables or counter after customers have finished dining
- Stock service areas with supplies, such as coffee, food condiments, silverware, etc.
- Communicate with kitchen staff, supervisors and peers verbally, and written.
- Attend monthly mandatory paid staff meetings, and attend training sessions to improve professional development
- Complete assigned side work and deep cleaning
- Other duties as assigned



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Qualifications:

- Must be at least 18 years of age
- Effective team-player
- Good communication skills
- Competent at handling cash and accepting credit card payments. Waiters are required to carry their own bank, and settle at the end of their shift
- Dedicated and meticulous – high level of accurateness and attention to detail
- Excellent skills in maintain cleanliness and personal hygiene standards
- Well versed with hospitality terminology is a plus
- Professional demeanor and respectful attitude
- Be open and able to adapt to change
- Fluency in English and Spanish is a plus, but not required
- Ability to stand on their feet for a number of hours
- Ability to lift at least 25 lbs
- High School Diploma or equivalent is a must, some college preferred
- Must be able to work at least one night shift during the week, and one weekend in order to be consider for employment

Perks & Benefits

- Flexible hours
- Fun atmosphere
- Above average tips from patrons
- Continuous learning opportunities in the restaurant and catering industry thru training and professional development
- Discounted meals for you and some immediate family members
- Access to health club membership after 60 days of employment
- Access to life insurance after 90 days of employment
- Dental and vision thru Antigua's network after 6 months of employment –maximum yearly limits apply for both
- Participate in monthly give away for restaurant gift certificates, massages, etc., thru our High Five program
- Participate in monthly sales contest
- Team building activities
- Yearly bonus depending on performance and budget