

Server Assistant Job Description

- Greets all guests immediately they come in and when going.
- Thank the guests and invite them to return.
- Seat guests appropriately and present them with the menu.
- Arrange guest seats in rotation among servers in order to ensure that they are given equal number of tables.
- Update the floor chart regularly throughout the shift.
- Collect menu and return them to the Host Area when appropriate.
- Clean menus as required throughout the shift.
- Observe tables and take note of dirty, clean, and occupied tables.
- Answer phone about questions regarding menu items.
- Ensure that the front door area is both maintained and cleaned, both inside and out. This also includes making sure the brass and windows are free of fingerprint and smudge.
- Keep the Host Area stocked with take-away menus, toothpicks, business cards, and other necessary items.
- Assist the servers by refilling beverages and water, processing payment, and running food to the tables.
- Assist servers in resetting and bussing tables.
- Perform restroom checks several times during the shift by using the restroom check pads.
- Inform management of guests who are unhappy with the service as quickly as possible.
- Maintain composed, professional and calm attitude at all times.
- Complete all side-work as directed.
- Assist in an entire team effort.
- Perform other duties as assigned.