

The Arlington Resort Hotel & Spa

Job Description

Job Title: Cocktail Server
Department: Beverage
**Reports To: Food & Beverage
Manager**

Approved By: Alan Sims
Approved Date: 09/25/2017
Classification: Non-Exempt

Job Summary

A cocktail waitress takes orders and serves beverages and food to guests seated in the bar area or throughout the hotel.

Essential Duties and Responsibilities

- Promptly welcome and greet guests.
- Take beverage and food orders from the lobby bar menu.
- Deliver ordered items in a timely manner.
- Check identification of guests to verify age for purchase of alcohol.
- Be attentive to guests, anticipating their requests.
- Help with set up at the beginning of each shift.
- Help maintain a clean bar area as required by the Dept. of Health.
- Handle an assigned house bank and follow all cash handling procedures.
- Collect payment for drinks and food served and balance all receipts.
- Thorough knowledge of beverage products, menus, and promotions.
- Responsible service of alcohol. Know when it is necessary to stop serving a guest.
- Handle guest complaints quickly and quietly. Know when to involve supervisor.
- Act as bus person when needed.
- Be willing to help other servers as need arises.
- Have knowledge of all hotel facilities, services, and hours of operation.
- Have knowledge of entertainment and special events scheduled in the hotel.
- Adhere to the hotel's dress code policy.
- Must be flexible to work any shift, including weekends and holidays.
- Perform other related duties as assigned.

Minimum Qualifications

- One year previous cocktail server experience preferred.
- High school diploma or GED.
- Minimum of 21 years of age.
- Servsafe certificate required.
- Ability to tolerate pressure and work calmly and efficiently during busy times.
- Ability to work at a rapid pace while maintaining attention to detail.

- Ability to communicate effectively.
- Ability to work cohesively with co-workers.
- Ability to add and subtract quickly.
- Ability to read and write.

Physical Requirements

- Standing and walking entire shift.
- Ability to lift and carry 20 pounds.
- Stooping and kneeling throughout the day.
- Be able to listen with a lot of noise in the area.
- Speak clearly.

Employee Acknowledgement and Agreement of Job Description

Employee Printed Name

Employee Signature

Date

Supervisor Signature

Date