



#### A La Carte Server- Role Expectations:

Summary: As an employee partner, working in the role of A La Carte Server, you are an integral part of our service team in our Harbour Bar and or Ashley's Gate restaurant. Our Servers' duty is to execute top notch service on a consistent basis, maintaining fluent knowledge of our food menus and preparations, as well as our beverage programming. Member service and rapport is top priority while exemplifying southern hospitality in an upscale club setting.

- Maintain Harbour Club service standards and steps of service as outlined in the training program at high standards.
- Complete and comprehensive knowledge of the a la carte menus is mandatory, including daily features, wine, beer, and craft cocktails.
- Understanding of ingredients and allergens on club menus.
- Previous serving experience preferred.
- Adhere to all set steps of service.
- Acquire complete knowledge of Northstar POS system.
- Know Members names and greet them promptly in a manner to provide a warm welcome and making them feel at home.
- Assist fellow Employee Partners, Members and guests to ensure delivery of service without being directed.
- Responsible for seeing that daily assignments and side work duties are completed in their respective areas, to Club Standards.
- Follow all service department, club and corporate guidelines and policies as instructed by supervisor and manuals.
- Responsible for maintaining good conduct and safe working habits while in the kitchen, and all areas of club.
- Attendance at daily lineup is mandatory.
- Wearing a clean and neat uniform as set by Harbour Club standards.
- Possess a friendly disposition and good attitude, both of which are crucial for member retention and overall operational performance.
- Required to complete daily side work and cleaning.
- May be necessary to train on and perform other service related duties as deemed relevant to overall operation of the club. Duties could include inventory counts, cleaning, stocking, greeting, meetings, training, etc.