

CITY OF MADISON POSITION DESCRIPTION

1. Name of Employee (or "vacant"):
VACANT

Work Phone: *N/A*

2. Class Title (i.e. payroll title):
Food and Beverage Server

3. Working Title (if any):
Food and Beverage Server

4. Name & Class of First-Line Supervisor:
Ryan Brinza, Golf Operations Supervisor - West
Work Phone: *266-4710*
Theran Steindl, Golf Operations Supervisor – East
Work Phone: *608-622-8306*

5. Department, Division & Section:
Public Works Department, Parks Division – Golf Enterprise

6. Work Address:
4635 Odana Rd.
Madison, WI. 53718

7. Hours/Week: *40*
Hours Vary
Start time: *6:00 AM to 5:00 PM* End time: *9:00 AM to 10:00 PM*

8. Date of hire in this position:
N/A

9. From approximately what date has employee performed the work currently assigned:
N/A

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10. Position Summary:

This position is a non-supervisory, limited responsibility position involving Parks food and beverage service. The work primarily involves taking orders for as well as preparing and delivering of food and beverage. The work is characterized by and requires a working knowledge of general foodservice practices including, but not limited to, product stocking, food safety practices, beverage stocking, safe beverage handling practices, general food service cleanliness, guest relations and serving. The work involves preparing a limited menu of guest meals, preparing guest

beverages, customer service and minor janitorial practices. In addition, the work requires maintaining effective employee and customer relations typically associated with restaurant wait staff. Under direct supervision of the Professional Aide, this work may involve emergency response, and/or technical decisions not subject to immediate review.

11. Functions and Worker Activities: (Do NOT include duties done on an "Out-of-Class" basis.)

80% A. Food and Beverage Service

1. Provide Customer Service by maintaining a professional and friendly demeanor and offer timely assistance to customers in order to ensure that their needs are met both in the clubhouse as well as on the course when the Food and Beverage Server is working from the mobile food and beverage unit. (ie. Beverage cart at a golf course)
2. Take food and beverage orders from patrons thru the process of presenting menus, answering questions and offering suggestions, the Food and Beverage Server will guide patrons through the food and beverage offerings and eventually take down their chosen orders. Must be able to explain menu items, assist patrons with special dietary needs and recommend menu items.
3. Food and beverage service includes responsibility for preparing food and beverages as well as bringing food out from the kitchen to the guest, Food and Beverage Servers must remember where to bring each order or maintain an organized record of order to which he or she can refer. They are also responsible for keeping beverages filled, following up with patrons to see if their needs are still met and clearing plates as they're finished.
4. Clean and prepare tables for each party or guest. The Food and Beverage Server must clear tables of all plates, cups, and flatware after a patron or party leaves, wipe down tables and properly re-set them with clean tableware. The Food and Beverage Server must ensure that the restaurant maintains proper standards of cleanliness and sanitation.
5. Food and Beverage Servers must ensure that patrons receive their bills in a timely manner and that all orders are properly listed and priced. The Server will receive and process payments, operate the register, and return paid checks and receipt to customer. They are responsible for resolving any discrepancies in billing.

15% B. **Janitorial Duties**

1. Food and Beverage Server will be responsible for cleaning sinks, walls, floors, fans etc. within foodservice area. Food and Beverage Servers will be responsible for cleaning bathrooms as directed by the Professional Aide. Food and Beverage Servers will be responsible for food safety practices including general product cleanliness, and freshness by use of product labeling with expiration dates, etc. as instructed by the Food and Beverage Manager License Holder. Food and Beverage Server will be responsible for restocking of foodservice towels, cleaning supply and general janitorial supply.

5% C. **Other Responsibilities**

1. As assigned by supervisor the Food and Beverage Server may also be required to answer telephone calls, take orders over the phone, or answer any general inquiries regarding the food and beverage operation over the phone. Food and Beverage Server may also be asked to help in another area of the operation at the discretion of the Professional Aide. This may include checking in guests for a reservation, booking reservations or parties, product ordering/receiving and other various duties as may be prescribed by the supervisor.

12. Primary knowledge, skills and abilities required:

Working knowledge of customer service and face to face interpersonal skills. Ability to apply that knowledge in the service of food and beverage to our patrons. Basic knowledge of the principles, techniques, equipment, tools and materials commonly used in food and beverage serving activities. Ability to work in a fast paced environment. Ability to perform basic food preparations. Ability to solve problems arising from the service of food and beverage. Ability to follow directions. Ability to stand and walk for extended periods of time. Ability to occasionally lift heavy items. Basic math ability typically found in tabulating bills and providing change. Knowledge of and ability to use computer software, including point of sale and cash register, applicable to the duties of the position. Ability to establish and maintain effective working and public relationships. Ability to communicate effectively, both orally and in writing. Ability to maintain adequate attendance.

13. Special tools and equipment required:

N/A

14. Required licenses and/or registration:

- Wisconsin Responsible Server Certification.
- City of Madison Operator License

15. Physical requirements:

- Ability to lift and carry objects weighing up to 50 pounds, and must be able to lift heavier objects with another employee
- Ability to work in extreme weather conditions for extended periods of time, including walking and standing.
- Ability to frequently bend, twist, squat, climb and reach for extended periods of time.

16. Supervision received (level and type):
Assistant Golf Professional – Direct
Golf Operations Supervisor – Limited

17. Leadership Responsibilities:

This position: ☐ is responsible for supervisory activities (Supervisory Analysis Form attached).
☒ has no leadership responsibility.
☐ provides general leadership (please provide detail under Function Statement).

18. Employee Acknowledgment:

- ☐ I prepared this form and believe that it accurately describes my position.
☐ I have been provided with this description of my assignment by my supervisor.
☐ Other comments (see attached).

EMPLOYEE

DATE

19. Supervisor Statement:

- ☒ I have prepared this form and believe that it accurately describes this position.
- ☐ I have reviewed this form, as prepared by the employee, and believe that it accurately describes this position.
- ☐ I have reviewed this form, as prepared by the employee, and find that it differs from my assessment of the position. I have discussed these concerns with the employee and provided them with my written comments (which are attached).
- ☐ I do not believe that the document should be used as the official description of this position (i.e., for purposes of official decisions).
- ☐ Other comments (see attached).

SUPERVISOR

12/8/2011_____
DATE

Note: Instructions and additional forms are available from the Human Resources Dept., Room 501, City-County Bldg. or by calling 266-4615.