

Oak & Grain Restaurant at the Inn at Pleasant Lake

Coach House Restaurant at the New London Inn

Join Our Team!! - We're Ramping Up for our Best Year Ever!

Position: Restaurant Server

Exceptional Team Environment:

- Passion for providing guests with memorable experiences
- Collaborative, open to new ideas, like to have fun
- Value family and friendships and it shows in our work environment

Job Brief: Seeking for skilled Restaurant Servers to help craft memorable dining experiences for our guests.

- Discover and embrace our unique style of customer service
- Bring your talents & experiences to help grow and learn together with us
- Work in close collaboration with colleagues and build upon established Standards of Service
- Our goal is to engage our guests and provide them a memorable experience
- Multiple venues provide diversity and stable opportunities year round

Server Responsibilities:

- Prepare restaurant tables with special attention to presentation, standards, ambiance
- Understand menu, drink options, specials, and sales objectives for the night
- Ensure guest comfort accurately fulfil their orders engaging all opportunity to upsell
- Take/serve orders and answer questions or make recommendations for other products
- Collaborate with other restaurant servers, kitchen, and bar staff
- Anticipate dissatisfaction/complaints and proactively resolve with positive attitude and discretion
- Issue bills and accept payment – ensure guests depart with 5-star impression
- Promote guest loyalty through attentiveness, positivity, and flawless execution

Key Characteristics and Requirements:

- Passion to engage with people and make them happy
- Intuitive ability to read people and anticipate situations
- Positive, energetic, and contributing spirit
- Ability to thrive in collaborative team structure
- Guest-centric approach to everything
- Proven restaurant service experience in up-scale, top-rated establishment a plus
- Responsible, trustworthy, reliable, honest, transparent
- High school diploma; food safety training will be considered a plus

Compensation Structure: Based on server wage plus tips, past skills are a factor

Must be legal to work in the United States and be self-sufficient for transportation.

If you want to join a fun team where you are appreciated, and your talents are used to provide the best experience possible to make people happy, we look forward to hearing from you!