

Charmant

Title: Server
Reports to: Food & Beverage Manager
Job Classification: Part-Time Hourly/Non-Exempt

The Charmant Hotel is an independent hotel on the banks of the Mississippi River. A transformed century-old candy factory featuring exposed brick, classic French interiors, and charm of the former building. The Charmant Hotel offers an exceptional venue that pairs Parisian sophistication and style with warm Midwestern hospitality. The hotel has 67 incomparable guest rooms, a restaurant with ample outdoor seating, a lounge and a rooftop bar, as well as functional event space for meetings and corporate gatherings. The hotel will take a sustainable and thoughtful approach to food, sourcing from local farmers and purveyors and producing regional new American cuisine based on classic French technique.

Job Responsibilities

- Offer guests an enjoyable, expertly served beverage/dining experience conforming to guidelines of excellence for quality, professionalism and friendliness
- Serve and clear food and beverage items in an unobtrusive and professional manner
- Be familiar with the menus, including preparation, ingredients and description
- Follow the established procedure to ensure knowledgeable, correct and efficient order taking
- Prepare and service beverages for servers and guests in a speedy, efficient and professional manner
- Carry trays, bus and reset tables with the appropriate items

Additional Requirements

- Good reading, writing and oral proficiency in the English language
- Must have a high school education or equivalent experience
- Minimum of 2 years of food and beverage experience
- Great wine and food knowledge
- Able to work well unsupervised
- Computer skills helpful but not required
- Able to work alone without direct supervision
- Demonstrates high degree of drive and determination
- Constantly recommend service and product improvement to better the operation
- Keep the work area clean and tidy at all times
- Attend all required meetings
- Follow proper payroll and uniform procedures
- Properly handle and report associates and guest accidents
- Maintain complete knowledge of and comply with all departmental policies/service procedures/standards
- Assist with responsibilities and duties in other departments and as assigned by management
- Due to the cyclical nature of the hospitality industry associates may be required to work varying schedules to reflect the bus

Physical Demands

- Continuous standing 100% of the shift
- Negotiating wet tile floor and steps
- Fine motor coordination is needed to pour beverages, decorate cocktails and folding napkins
- Trays weigh 30lb.
- Carts 250 lbs. (12-20lbs of push/pull force required)
- Hot box: 20lbs.
- Banquets tables & chairs repetitions
- Standing and walking is continuous for 4-5 hours at a time
- Lifting and carrying 30lb tray, crate or box is occasional
- Negotiating varied floor surfaces is continuous
- Carrying over the shoulder is occasional

- Hand and elbow movements for polishing glassware silver, setting up tables, shacking, pouring and mixing drinks
- Pushing Room service cart continuous
- Lifting and carry banquet tables continuous
- Carrying stackable banquet chairs by loading the cart continuous

The Charmant Hotel does not discriminate on the basis of disability, veteran status or any other basis protected under federal, state or local laws. The Charmant Hotel is a smoke-free, drug-free facility, and equal opportunity employer.