

**Job Title: Server**

**Job Family: Dining Services**

**FLSA Status: Non-Exempt**

**EEO Category: Service Workers**

**Reports to: Director, Food Service**

**Server – Full-Time and Part Time**

Job Summary

This position is responsible for all activities in the Dining Service Department under the direction of the Director, Food Service. Responsible for quality of service delivery during meal service, compliance with special diets offered by the community, and communicating with Mattison Crossing on all appropriate matters.

**Job Description**

1. Supports the development of a positive customer service culture in the dining room under the direction of the Dining Room Manger or Director, Food Service. Offers evaluation on the quality of service and develops systems to maximize the efficiency of meal delivery while maintaining a pleasant dining experience.

2. Takes beverage and food orders, delivers food, clears, cleans, sanitizes, and resets tables. Makes every expected effort to maintain customer satisfaction. Resolves dining challenges with a customer before the conclusion of the meal service.

3. Maintains a clean dining room. This includes all equipment, walls, table tops and bases, and chairs. Linens are changed as needed. Table top condiments and salt and pepper shakers are kept clean. Washes and sanitizes dishware as required.

4. Ensures they and any employees working with them work in a safe manner and that unsafe actions are managed. Compliant with Safety Committee Standards.

5. Fosters teamwork with co-workers, shows initiative in overcoming obstacles, takes actions which assist others beyond job responsibilities, and has a positive impact on co-workers, residents, and visitors.

6. Perform other duties as assigned or needed.