



Job Title: Cashier / Server

Reports To: 400 ° Manager

Job Objective: Assist 400 ° customers by graciously greeting guests, taking orders at the table, preparing beverage orders. Is familiar with and complies with the Mirabel Hotel and Restaurant Group's Mission and Service Standards as well as Relais & Chateaux's 5 C's and philosophy in performing all key areas of accountability and other essential duties and responsibilities.

Key Areas of Accountability:

- Ensures guest satisfaction in 400° Service Operations.
- Performs all Service procedures in an exemplary manner.
- Ensures complete knowledge of food served and available for sale at 400°.
- Communicates clearly and effectively with Charm and Courtesy.
- Is familiar with and able to sell wine, beverages and extra options.
- Maintains excellent standards of Health and Safety in line with company policy and CAL/OSHA requirements.
- Maintains a teamwork orientation toward and among co-workers.
- Is familiar with and able to recommend other Mirabel properties.
- Promote and maintain good working relationships with Mirabel counterparts.
- Responsible for complete 400° set up and break down before and after lunch/dinner service as assigned.
- Assist in the effort to ensure guests are greeted in a warm and timely manner.
- Able to utilize the Aloha systems effectively and accurately.
- Coordinates and communicates with kitchen staff effectively.
- Assists with restocking and product inventory ordering as needed.
- Maintains impeccable standards of appearance and standards of ambience.
- Ensures all public areas including restrooms are kept up to guest standards
- Handles all equipment, china, glassware, etc. with care and to health & safety standards.
- Responsible for back station & storage area cleanliness
- Adheres to all sanitation and nutritional practices with all food and beverages handled.
- Ensures all food & beverages handled are prepared according to exact requirements of the recipes while also ensuring that the food & beverage presentation is maintained with a commitment to quality.
- Answers phone calls and customer questions in a manner consistent with our standards of service.

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- Handles to go orders efficiently and in a timely manner according to the timeline specified on the order.
- Requires a commitment to detail both verbally and non-verbally in food production and communication with co-workers.
- Identifies and determines the best course of action for any issues relevant to the position as well as looks at ways to incorporate changes for the benefit of the staff.
- Must cross train and effectively be able to act as a server as well and perform job with a positive teamwork attitude.
- Ensures ingredient knowledge in order to fulfill or answer questions related to customer's dietary restrictions.
- Adhere to and promote the Mirabel Hotel and Restaurant Group Service standards.
- Assist with training new team members.

Other essential job duties and responsibilities:

- Attend all mandatory staff meetings and training sessions.
- Is familiar with and complies with the Drug Free Work Place Policy.
- Maintain Food Handler Certification as required by law
- Abide by all laws pertaining to service of alcoholic beverages to consumers including verifying identification of all purchasers of alcoholic beverages who appear to be under the age of 35.
- Acts as a representative of the restaurant in all public encounters always selling the restaurant to potential customers.
- Complete special projects as assigned.

Qualifications: To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

***Education/Experience:** Must have experience in a food preparation ,retail and or service position.

***Equipment/Computer Experience:** Basic computer experience preferred, adaptability required. Required to operate a POS system.

*** Language Skills:** Basic English skills required with the ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to communicate effectively with team members and customers.

*** Mathematical Skills:** Ability to apply mathematical skills to utilizing accurate measurements when required.

*** Reasoning Skills:** Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form. Ability to deal with problems involving several concrete variables in standardized situations. Employee should have excellent problem solving skills,

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* **Certification/Licenses/Registration:** Food handlers certification, must be 21 years of age to pour alcoholic beverages, 18 years of age to serve.

* **Other:** Must not pose a direct threat to others.

Physical Demands: The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to stand; walk; use hands to finger, handle, or feel; reach with hands and arms; and talk and hear. The employee is occasionally required to climb sit and stoop, kneel, crouch, or crawl. The employee must frequently lift and/or move up to 10 pounds and occasionally lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision, color vision, peripheral vision, and ability to adjust focus.

The employee should be able to move around and work with others in a small confined area. The employee is exposed to heat conditions associated with working at a Panini grill and occasional cold conditions (walk in refrigerator/ freezer)

Work Environment: The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is usually moderate to loud.

Performance Evaluation: Evaluation of performance of key areas of accountability, other essential duties and responsibilities as well as attendance, proper uniform etc., will be done by way of observance by the Manager, Assistant Manager and input based on observance from other managers, Guest comments and Comment Cards, Test Calls, as well as co-worker input.

I have read and agree to comply with the above job description.

Signature

Date