

## **Counter Server**

A Counter Server – the first impression to guests! Primary responsibilities include entering orders into the POS, processing payments, helping to fulfill the order to dine in or to-go and ensuring a seamless dining experience for customers.

### **Typical responsibilities:**

- Greet customers with a warm and friendly demeanor.
- Assist guests in understanding the menu, making recommendations, and answering questions about ingredients or dietary restrictions.
- Efficiently process customer orders using the restaurant's point-of-sale (POS) system.
- Handle customer inquiries, concerns, and complaints with professionalism and resolve issues to the satisfaction of the customer and management.
- Accurately handle cash, credit card transactions, and other forms of payment.
- Maintain accurate cash register balances and ensure proper accounting of all transactions.
- Follow established procedures for order modifications, special requests, and substitutions.
- Maintain cleanliness and organization of the counter area, ensuring a tidy and appealing appearance.
- Ensure that all condiments, utensils, and supplies are adequately stocked and readily available.
- Assist in restocking food and beverage items as needed.
- Adhere to proper food safety and hygiene guidelines to ensure the health and safety of guests.
- Collaborate with kitchen staff and other team members to ensure timely and accurate order preparation and delivery.
- Communicate customer feedback, special requests, and operational issues to management and the appropriate team members.
- Support a positive and inclusive work environment by respecting and cooperating with colleagues.

- Know menu offerings, including ingredients, preparation methods, and specials.
- Proactively upsell and promote menu items, including beverages, sides, and desserts, to enhance customer experience and increase sales.

**Useful qualifications:**

- Previous experience in customer service or food service preferred but not required.
- Strong communication and interpersonal skills, with a friendly and outgoing personality.
- Excellent multitasking abilities to handle fast-paced, high-pressure situations.
- Attention to detail and accuracy in order processing and cash handling.
- Ability to work in a team environment and collaborate effectively with colleagues.
- Flexibility to work in shifts, including days, evenings, weekends, and holidays.
- Knowledge of basic food safety and hygiene practices.
- Ability to stand for extended periods.