



POSITION TITLE:	Server	DEPARTMENT:	Dining Services
FLSA:	Non-Exempt	SUPERVISOR:	Dining Room Outlet Manager
SUPERVISES:	N/A	Revised:	October 2021

POSITION SUMMARY

Serving residents meals in a professional manner, carrying out the spirit of the “Pinnacle Service” program. Must implement proper food handling and cleaning techniques to ensure optimal infection control. Conduct oneself in a manner which contributes to an environment conducive to the provisions of quality resident services. Responsible for set-up and cleaning of the assigned Dining area while maintaining or exceeding hospitality and service standards. Assist food servers with dining services to residents as needed.

ESSENTIAL DUTIES AND RESPONSIBILITIES

The following duties are normal for this position. This list is not to be construed as exclusive or all inclusive. Other duties may be required and assigned.

- Greeting and seating residents and guests.
- Responsible for taking meal/beverage orders and serving requested items according to established policies.
- Maintain all side stations and dining areas using the “clean as you go” policy.
- Follow daily and weekly cleaning schedules.
- Assist with orientation and training of new food servers.
- Practice all safety and loss prevention procedures.
- Maintain or exceed standards of appearance, cleanliness, personal sanitation, and hygiene.
- Attend all in-services as required.
- Perform all other reasonable tasks assigned by your supervisor.

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, skills, and abilities required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Educational Requirements and Experience:

- High school diploma or equivalent, but not necessary
- Must be able to read and write

- Follow instructions with a positive attitude
- Experience a plus, but not required in certain outlets.

Core Competencies and Characteristics for Success:

- Must be a results-oriented leader and effective communicator with exceptional customer service abilities.
- Must possess strong attention to detail, organizational and follow through skills.
- A desire to personalize service and create memorable experiences daily.
- Ability to take ownership and accountability of concerns and special requests to ensure satisfaction is achieved.
- Professional, polite and respectful attitude to enhance the service experience.
- Uphold the reputation of the community by maintaining a professional image at all times, in all places.
- Foster a positive service environment through constant awareness of others’ needs.
- Embrace and demonstrate behavior consistent with our core values of conducting business daily with integrity, honesty, creativity, humility, excellence and joy.

Knowledge, Skills and Abilities:

- Experience working with Point of Sales systems a plus.
- Willingness to work with the elderly in a senior living environment
- Effectively communicate with residents, guests, associates, and supervisors
- Must be able to work on all Holidays and for pre-planned special events

ENVIRONMENTAL ADAPTABILITY

- Works primarily indoors in a climate-controlled setting
- Possible exposure to unpleasant odors
- Possible exposure to chemicals as identified in the MSDS Manual
- Continuous exposure to residents who are ill, confused, irritable and irrational

PHYSICAL REQUIREMENTS

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

The following activities are performed on-the-job in this position according to the following time periods:

Task	Percentage of Time			
	0%	≤ 33%	34%-66%	≥ 67%
<u>Physical Activities:</u>				
Stand				X
Walk				X
Sit		x		
Use hands to finger, handle, or feel				x
Reach with hands and arms				x
Climb or balance		x		

Stoop or kneel, crouch, or crawl			x	
Talk or hear				x
Taste or smell				x
Weight to be lifted or force to be exerted:				
Up to 10 pounds				x
Up to 25 pounds				x
Up to 50 pounds			x	
Up to 100 pounds		x		
More than 100 pounds	x			
Vision Requirements:				
Close vision (clear vision at ≤ 20 inches)				x
Distance vision (clear vision at ≥ 20 feet)				x
Color vision (ability to identify and distinguish colors)				x
Peripheral vision (ability to observe an area that can be seen up and down to the left and right while eyes are fixed on a given point)				x
Depth perception (three-dimensional vision, ability to judge distance and spatial relationships)				x
Ability to adjust focus (ability to adjust the eye to bring an object into sharp focus)				x