Server Job Description and Responsibilities

The server is our main point of contact and relationship building with our dining guests. They are responsible for a full and detailed knowledge of our dinner menu as well as our wine, beer and liquor lists. As the face for the restaurant they are tasked with communicating all guest needs and concerns to the appropriate department and ensuring all and any follow-up. They are largely responsible for providing a dining experience commensurate with the expectations set by Tonno Restaurant of delivering quality food and exceptional service in a casual setting.

- The server is responsible for continuing to develop their knowledge of all of our wine, beer, liquor and dinner menu, by attending trainings and taking thorough notes during pre-meal and trainings
- The server is the first and last point of contact with a dining guest, they are responsible for communicating any special requests, allergies, complaints or concerns to the appropriate department
- The server is responsible for pre-bussing their own table in between courses and marking the table for any following courses… THIS IS NOT THE JOB OF SUPPORT STAFF
- The server is responsible for food check in between courses and following up with any additional needs
- The server will stay until all of their tables have left and the remaining side work is to be completed by the last server
- Each server will be responsible for the side work assigned to the section they are working on a given night
- The server is not to harass or complain to host or support during shifts about any perceived issues with their section, seating or any other matter… instead complaints of that matter should only be addressed to management at the end of the night

Senior Server Job Description and Responsibilities

The role of senior server is meant as a supporting role for management. The expectation is that this individual makes sure all side work is properly completed at the end of shift and we are fully set up before the beginning of a shift. The senior sever will help with keeping track of any low inventory. They are expected to communicate in a timely manner those needs so that we aren't left "high and dry" without supplies. In addition they will serve as a additional resource for management should it be needed to spearhead cleaning or organizing projects.

- Communicate any low or 86'd inventory to management in a timely manner
- Ensure dining room is fully set up before opening and that all sidework is complete at end of shift
- Act as liaison between management and FOH staff regarding special events