



Position: In Room Dining Server
Reports to: Food and Beverage Manager
Status: Part Time/ Seasonal with potential for Full Time and Benefits
Compensation: Hourly + Tips
Location: Charleston Harbor Resort and Marina
20 Patriots Point Road, Mt. Pleasant, SC 29464

In Room Dining Server

Summary:

The IRD Server is responsible for providing the highest quality of service to guests in an attentive, courteous, and efficient manner. He/she is also responsible for providing a quality dining experience in the guest's room. He/she will receive and deliver food, beverage, and amenity orders and collect payment. At Charleston Harbor Resort and Marina, we offer FREE parking, shift meals, and various on property discounts to all associates! Come work with the best view of the city, USS Yorktown, and Charleston Harbor!

Essential Duties and Responsibilities:

- Employees must at all times be attentive, friendly, helpful and courteous to all guests, managers and fellow employees.
- Be familiar with the organization of the Restaurants and Lounges as well as service areas such as Poolside Service.
- Know the function of each job position in the outlet(s).
- Have a thorough knowledge of menus and current specials in all applicable outlets.
- Service guests following all food and beverage requirements and LQA Standards.
- Maintain an attentive, courteous, and efficient manner in all aspects.
- Be familiar with the operation of the Micros POS System.
- Perform cashiering functions by closing checks and preparing end of shift paperwork.
- Perform opening and closing procedures and side-work duties according to assignment and established checklist.
- Answer the telephone according to standards.
- Consistently upsell food, beverage and promotional items to guests.
- Receive and deliver food and beverage orders to guest rooms and collect payment.
- Follow all responsible alcohol practices. Card all guests who appear under the age of 40 and never serve alcohol to an intoxicated guest.
- Maintain cleanliness of Kitchen and IRD Storage rooms.
- Follow tray and cart pick up procedures to ensure cleanliness of all guest hallways.
- Properly and consistently set up, deliver, and charge for amenities per CHRM Amenity Policies.

- Follow all Health Department standards.
- Follow all departmental and CHRM policies and procedures.
- Notify management to any pertinent information each shift.
- Clock in and out for each shift. Notify a manager if you are unable to do so.
- Perform medium work, exerting up to 50 pounds of force occasionally, and/or 20 pounds of force frequently or constantly to lift, carry, push, pull or otherwise move objects.
- Perform any additional duties as assigned by the F&B MOD or other Property MODs.

Position Requirements:

- Must be at least 18 years of age.
- Must have previous food and beverage experience; serving experience preferred.
- TIPS and/or ServSafe certification(s) are a plus.
- Must have a flexible schedule and be willing to work holidays.
- Ability to stand during entire shift.
- Ability to communicate in English.
- Ability to complete basic mathematical calculations.

Additional Information:

This job requires a pre-employment drug screening and background check.

Contact:

Please submit your resume via email to Jessica Potter jlayman@charlestonharborresort.com.